

#1

COMPLETE

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Last Modified: Monday, March 07, 2022 9:13:45 PM
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Page 1

Q1

What are the top things you like most about the handbook?

It's very organized and tells in details what is covered by the ESA.

Q2

What are your top concerns about the handbook?

I don't have any concerns right now.

Q3

What is missing from the handbook?

N/A

#2

COMPLETE

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Page 1

Q1

What are the top things you like most about the handbook?

That it outlines allowable expenses and expectations. When I started with ESA, it really helped answer 90% of my questions.

Q2

What are your top concerns about the handbook?

There are some gray areas about degrees. Until a language program was approved through classwallet, I had issues getting degrees from online teachers. Many Spanish instructors have degrees from outside our country. My [REDACTED] wants to learn more languages but will need a professor for them. It would be nice if the handbook clearly stated the degrees and allowed degrees from all nations.

Q3

What is missing from the handbook?

Supplemental curriculum. I plan to do some unit studies on high interest areas for my kids. The studies are outlines from teachers but won't explicitly state projects or ways to enhance learning. That's where the parent who knows their child comes in. I know my [REDACTED] is hands on and would learn from reconstructing the pyramids with legos. My kids also love to color pictures that represent what we are reading about. It's hard to find that explicitly stated in curriculum. I think there should be more lax wording so that educational materials that support learning can be purchased easily.

Overall, I LOVE the handbook and think this program is knocking it out of the park. The staff are phenomenal. When I've had issues with reimbursements, approvals, tutors, etc. I've always gotten the help I've needed. Kudos to ESA.

#3

COMPLETE

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Page 1

Q1

What are the top things you like most about the handbook?

I like that things are listed and that they are categorized.

Q2

What are your top concerns about the handbook?

I am a certified teacher with ADE as well as a parent of a special needs student who receives ESA funds. My concern is that one of the disallowed spending is for late/cancelation fees. My [redacted] is [redacted] and sometimes that [redacted] causes us to miss or be late to therapies. I feel that in special needs cases, these fees should be allowed.

The other area I am surprised in is that we are not allowed to consult a nutritionalist. How is this any different from other therapies? My [redacted] has [redacted] due to [redacted] [redacted]. While I have not done it yet, there may come a time when I need to have [redacted] evaluated to see what we can do to help [redacted] maintain [redacted] health while working with [redacted] [redacted].

Finally the last concern that I currently have is with the debit card. It mentioned disallowed vendors or places but there is no list of such locations provided. How can we be held accountable for attempting to use a card at a disallowed location if we are not provided that information?

Q3

What is missing from the handbook?

A list of disallowed places/vendors for the debit card.

A clear guide as to how to categorize expenses.

#4

COMPLETE

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Page 1

Q1

What are the top things you like most about the handbook?

Organized well and a lot of points are clearly states.

Q2

What are your top concerns about the handbook?

Allowed items

Disallowed items

Q3

What is missing from the handbook?

I had an issue previously this year where I ordered directly from a Marketplace vendor and tried to get reimbursed because I assumed it was use the marketplace OR submit for reimbursement. I was given a one time exception, but it would have saved everyone time and avoided completely if the language was more clear that if there is a vender in the marketplace you MUST purchase from them through the marketplace.

#5

COMPLETE

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Started: Monday, March 07, 2022 11:35:39 PM
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Page 1

Q1

What are the top things you like most about the handbook?

It is more detailed expense category.

Q2

What are your top concerns about the handbook?

None

Q3

What is missing from the handbook?

Examples of disallowed curricula and items. That way people don't spend the entire time during town hall meetings asking the same questions over and over asking about specific items.

#6

COMPLETE

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Page 1

Q1

What are the top things you like most about the handbook?

Very clear and easy to understand.

Q2

What are your top concerns about the handbook?

Long but detailed.

Q3

What is missing from the handbook?

NA

#7

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, March 08, 2022 6:44:28 AM
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Time Spent: 00:04:10
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Page 1

Q1

What are the top things you like most about the handbook?

The information is very thorough.

Q2

What are your top concerns about the handbook?

Renewal and private school information.

Q3

What is missing from the handbook?

If a parent has to move for work and needs to close the student's account and would like to reapply upon return. Information regarding eligibility for reapplying after closure should be included.

#8

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Q1

What are the top things you like most about the handbook?

It was easy to read & understand

Q2

What are your top concerns about the handbook?

I don't know exactly where the differences were, it would've been nice if the changes were highlighted.

Q3

What is missing from the handbook?

I don't know exactly where the differences were, it would've been nice if the changes were highlighted.

#9

COMPLETE

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Page 1

Q1

What are the top things you like most about the handbook?

Very clear about each process and answered all of my questions.

Q2

What are your top concerns about the handbook?

NA

Q3

What is missing from the handbook?

Dates that funds go in and dates of renewal should be included

#10

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Page 1

Q1

What are the top things you like most about the handbook?

This handbook is written and organized poorly. The purpose is to provide clarity, but it often creates confusion and this new draft doesn't fix key issues.

Q2

What are your top concerns about the handbook?

The definition of "curriculum" can and will become problematic as written. Many families, mine included, have children who learn differently and require curriculum that is modified and adjusted to fit their needs. As we do this, there are supplemental items that are not explicitly listed but necessary for our children to access the curriculum and learn the objectives we are teaching. Public school teachers, specifically special education teachers, modify curriculum on a daily basis in order to fit the needs of their students. As parents in this program, we should be given some grace to do the same.

I worry that the disallowed list casts a dark shadow over the allowable purchases. There should be more items considered as "educational materials" that do not require curriculum to be submitted.

I would really love some input from teachers, educational therapists, support staff, that have knowledge and experience that can help justify the differences of educational items vs supplemental. Where, and when to force curriculum to be submitted needs some adjustments as well.

Q3

What is missing from the handbook?

The allowed list states it is updated regularly, however, this list was altered to remove items but is rarely ever added to.

#11

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Q1

What are the top things you like most about the handbook?

Easy to find information

Q2

What are your top concerns about the handbook?

No vender list

Q3

What is missing from the handbook?

not sure

#12

COMPLETE

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Time Spent: 00:01:27
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Page 1

Q1

What are the top things you like most about the handbook?

the selective information

Q2

What are your top concerns about the handbook?

Do the cover other states

Q3

What is missing from the handbook?

other states you cover

#13

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Time Spent: 00:01:33
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Page 1

Q1

What are the top things you like most about the handbook?

It highlights things we need to know

Q2

What are your top concerns about the handbook?

Should include more info about using class wallet

Q3

What is missing from the handbook?

Can students get a waiver for starting kindergarten when birthday is a month or two after the cutoff?

#14

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Page 1

Q1

What are the top things you like most about the handbook?

The categories are labeled well, so when I need to use it, I can find the sections I need with ease.

Q2

What are your top concerns about the handbook?

Uploading receipts within the same quarter if it happens to land close to the end of the quarter and I can't get the proper itemized receipt with my child's name on time. Sometimes one of the vendors I use is responsive and sometimes they're not, but they always get it to me in the end. I just don't know how quick they'll respond. I try really hard to follow the rules and do my Best but I can't control the vendors.

Q3

What is missing from the handbook?

It would be nice if any of the changes were in different colors while we are reading the draft. It looked very much like the old one, so it makes me nervous to think I might have missed a change.

#15

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Page 1

Q1

What are the top things you like most about the handbook?

It is easy to read and to follow.

Q2

What are your top concerns about the handbook?

I don't have any.

Q3

What is missing from the handbook?

How is each years allotment figured? It says 90% but where do we find what that total figure is?

#16

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Page 1

Q1

What are the top things you like most about the handbook?

It is detailed and follows the same format as previous handbooks making it easy for me to locate information

Q2

What are your top concerns about the handbook?

AS a parent of [REDACTED], I am glad that it is now allowable to use ESA funds in tandem with insurance for therapy however, I am concerned about the timelines for insurance processing and staying within the quarter for ESA.

It is very typical when you have a child who receives a substantial amount of therapy that billing and insurance takes weeks to process- sometimes even months. I am concerned that I won't be able to make the quarter deadlines if I receive a therapy bill outside of the ESA quarter for therapy sessions that occurred during the quarter- specifically at the end of the school year.

Is it possible to structure payments with a grace period similar to how an HSA processes claims- a 3 month grace period to process any bills that were received late for services that happened during the quarter?

Q3

Respondent skipped this question

What is missing from the handbook?

#17

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Page 1

Q1

What are the top things you like most about the handbook?

The explanations of what is required of invoices, class Wallet info

Q2

What are your top concerns about the handbook?

Certain things only allowed with specific IEP's, no protection for parents if ESA decides to reverse an approval. This makes it scary to make purchases. I always get approval unless it is on the approved list online. The fact that ESA can still come back and deny is scary as a parent.

Q3

What is missing from the handbook?

Protection for the families

#18

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Page 1

Q1

What are the top things you like most about the handbook?

Easy to read and understand

Q2

What are your top concerns about the handbook?

It still doesn't define what curriculum is and instead leaves it up to whichever employee is doing the approval. It has been added that parents highlight where it says "required or recommended" as you are well aware of most curriculum doesn't use that wording. As parents of [REDACTED] children who the school system has failed- we are doing our best to find ways to engage our children and interest them in learning. This will look different for each one of them! This wording will make it so that these children will suffer and not get the hands on, fun things they desperately need to learn:(

Q3

What is missing from the handbook?

Parent protect! Clearly stating that once the department of education has approved an item that it's final, that they cannot be asked to pay back for an item that was at one point defined as acceptable by the department.
It's also lacking a clear definition of what curriculum is- what qualifies as curriculum, who gets to decide what curriculum looks like. Most kids with special needs learn in a very different way and curriculum isn't always used. Parents meet these kids where they're at and try to increase their knowledge daily.
Also something to keep in mind is that when I purchase curriculum from a company I am not supposed to be sharing that information with others, by asking us to upload curriculum to "highlight" you are essentially asking us to do something those that wrote the curriculum have asked us not to do.

#19

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Page 1

Q1

What are the top things you like most about the handbook?

That it is an effort to outline and clarify what is expected of parent educators and educational items

Q2

What are your top concerns about the handbook?

What is in it is arbitrary. Things in it may or may not hold true.

Q3

What is missing from the handbook?

A LOT of things; specifics, forethought to name a couple

#20

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Page 1

Q1

What are the top things you like most about the handbook?

Like the updates to include uniform vendors, and the increased time from 2 to 4 years to spend funds after completion or exiting.

Q2

What are your top concerns about the handbook?

Not the handbook, but the enforcing of the handbook by the staff that they are all equal in their response with purchase request.

Q3

What is missing from the handbook?

If this is going to be an online live/document, then it should include a search or find feature. This would make finding information easier and less burdensome on your staff and families.

#21

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Page 1

Q1

What are the top things you like most about the handbook?

It is well-organized; information is easy to find and it is not overly wordy.
The formatting is eye-friendly, easy to read, and bolded appropriately.
This draft does a much better job of providing specifics and examples of allowable expenses.
I REALLY appreciate the incorporation of the applicable ARS for reference (GREAT JOB!)

Q2

What are your top concerns about the handbook?

I don't really have any. I can tell you put a lot of thought into this edition. We have been using this program for 7 years now, and this is the most comprehensive handbook I've read. WELL DONE!

Q3

What is missing from the handbook?

Although Chapter 3 addresses the processing fee ClassWallet charges, it does not address processing fees the school may charge and what those limits might be. Class Wallet charges our accounts 2.5% every time I make a quarterly payment AND my school charges us 2.5% each month for processing fees. That adds up to quite a chunk of change that I would rather go to tuition. Bank of America only charged the school, who used to absorb the cost, but this year they chose to pass the cost to the family.

#22

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Page 1

Q1

What are the top things you like most about the handbook?

The fact that it is still up for discussion and can be modified.

Q2

What are your top concerns about the handbook?

It is much too restrictive, beyond what the actual Arizona homeschool laws say. Arizona is a great state to homeschool and ESA should be a tool for struggling families to meet the needs of their children in various way.

Q3

What is missing from the handbook?

A way for neuro-typical children to get access to their own device and a way to pay for their learning apps. I would highly suggest ESA personnel look into the [REDACTED].

#23

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Page 1

Q1

What are the top things you like most about the handbook?

Easy to understand for the most part.

Q2

What are your top concerns about the handbook?

The requirement for something to be Recommended or Required in writing. It is simply not reasonable as most curriculums are written the opposite of that to allow teachers and schools flexibility in purchasing and funds. Curriculums do not list every single item needed as it is implied common sense. A curriculum on learning how to play the harmonica will not list the needs for a harmonica as it would be assumed you would need that item. This is simply not a functional way to approach supplemental items. Should we seek helpdesk approval if it is not stated yes, should the item be declined simply because it does not have a recommended or required page we can highlight, absurd.

Q3

What is missing from the handbook?

Common sense for education. To go from "Get to yes" to this is mindboggling and feels retaliatory against parents on the program who educate at home and feels discriminatory as the majority of the children are SPED.

#24

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Page 1

Q1

What are the top things you like most about the handbook?

This is a ridiculous question. Do you all need a pat on the back that bad?

Q2

What are your top concerns about the handbook?

This department has no staff with educational background or expertise. You take liberties to change things both for better and worse. Many things do not follow statute. The disallowed list is ridiculous.

Q3

What is missing from the handbook?

Equitable payment solutions.

#25

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, March 08, 2022 10:51:49 AM
Last Modified: Tuesday, March 08, 2022 10:57:44 AM
Time Spent: 00:05:54
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Page 1

Q1

What are the top things you like most about the handbook?

That it exists

Q2

What are your top concerns about the handbook?

That the process didn't really take into account parent issues and concerns. Also that in the past there has been inconsistent interpretation of the handbook. For example, the rules around family members as vendors seem arbitrary and didn't people have different understanding of what is allowed and not allowed. Please try to find me someone who is not related to my kid who will care enough to provide a decent education within the spending limits available. I have found one in five years.

Q3

What is missing from the handbook?

Parent input. We give up substantial protections under IDEA to accept the ESA. We also spend a significant amount of unpaid time administering the program to our children, doing things school districts get paid for. We should get more of a say in how the program is administered.

#26

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Page 1

Q1

What are the top things you like most about the handbook?

usability and easy to understand language

Q2

What are your top concerns about the handbook?

N/A

Q3

What is missing from the handbook?

Listing of eligible disability categories and related funding amounts

#27

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Page 1

Q1

What are the top things you like most about the handbook?

easier to read and understand

Q2

What are your top concerns about the handbook?

What a approved schools - for summer school if private school will not offer summer school.

Q3

What is missing from the handbook?

Detail on how to get help if question is not answered in handbook.
For example if your account is suspended - how do you get that resolved?

#28

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Page 1

Q1

What are the top things you like most about the handbook?

Clear instructions and guidelines on how to use ESA.

Q2

What are your top concerns about the handbook?

None

Q3

What is missing from the handbook?

I don't see anything missing as such.

#29

COMPLETE

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Page 1

Q1

What are the top things you like most about the handbook?

It is easy to find the information that I need. I like it that there are links from the Table of Contents to the correct place in the handbook.

Q2

What are your top concerns about the handbook?

I do not have any concerns.

Q3

What is missing from the handbook?

I did not notice anything missing from the handbook.

#30

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Page 1

Q1

What are the top things you like most about the handbook?

The layout

Q2

What are your top concerns about the handbook?

To whom it may concern,

I write this letter from two perspectives that cross paths quite easily. I am a parent of an exceptional learner who has an IEP for [REDACTED]. I am also an AZ educator with 20 years experience, and an Education Advocate.

I have thoroughly read through the new handbook, and I have very real concerns.

We have been using ESA for 2 years now and for us it is the only option to educate our [REDACTED]. [REDACTED] has severe school trauma from a few horrendous teachers. A teacher who told [REDACTED] [REDACTED] would ever amount to anything, dumped [REDACTED] desk in front of [REDACTED] classmates look for a book she accused [REDACTED] of stealing, when the book was on her desk. When I purchased a "thumbs up" post it to place on [REDACTED] desk for positive reinforcement she would put it in the "Thumbs down" position for punishment. Berated [REDACTED] and separated [REDACTED] from the class. So, the trauma is real. My [REDACTED] is a [REDACTED] and refused to play for our local [REDACTED] year because [REDACTED] was terrified to step foot into the school. Trauma is real! With that, ESA has been an amazing option for [REDACTED] and for our family, and [REDACTED] is thriving, but again it is our only school option and I feel that ESA leaders know that and are using that as a weapon against ESA families.

As an educator who was in Arizona public and charter school classrooms there are very few curriculums that specify the brand, type, or gives explicit specifications for supplemental or associated goods. Think about it, a big publisher let's say like Pearson creating a curriculum that states an Ipad 9 or, a macbook Pro, or a Lenovo ThinkPad are required to use the curriculum. That would be a death sentence for that curriculum publisher. They want to be accessible for ALL students and districts, and I know right here in our state there are districts that would in no way shape or form be able to afford those specifics. ESA staff requiring specific associated goods and supplemental materials be listed is downright discriminatory. If my [REDACTED] works best on an Ipad as an exceptional learner and it is not listed in curriculum, and is denied based on that stipulation, you have blatantly discriminated against [REDACTED] civil rights. ESA should not be requiring specific named items be in the curriculum.

When teaching, there are times when an idea that I know will help my [REDACTED] learn a concept based on what we are learning. For example, we are studying space currently, [REDACTED] is having a hard time (because of his black and white thinking, [REDACTED] picturing that there are planets out there. We have read countless books, followed an astronomy curriculum, however I know if [REDACTED] was able to see a planet or a star, we are discussing it would become concrete for [REDACTED]. This could easily be done with a telescope. With ESA's new rules in place that isn't possible because that associated good or supplemental item is not listed in the curriculum. Unacceptable.

My [REDACTED] is turning [REDACTED] and the IDEA states [REDACTED] should be placed on a transition IEP. I understand that because we choose ESA we don't update the IEP, and I am okay with that, but does that then mean that my [REDACTED] misses out on any transition based programs. For example, based on IDEA children with disabilities should have specialized education "designed to meet their unique needs and prepare them for further education, employment and independent living." Independent living would include and not be limited to learning how to cook, use a grill, ride a bus, go to an interview etc. My [REDACTED] due to [REDACTED] [REDACTED] loves smoked meat and would love to learn to smoke meat. However, [REDACTED] cannot [REDACTED], so using a Traeger Smoker would be ideal. With these new rules [REDACTED] will be denied that chance to learn this skill geared toward independent living because there is not a curriculum for this. Are you willing to look [REDACTED] in the eye and tell [REDACTED] no, I'm sorry there was no curriculum that can be highlighted that states a Traeger is needed so you are being denied this opportunity?

Please consider the long-term effects of such egregious, subjective rules and the negative ramifications it will have for our children. Please include parents in your decision making, after all even in public school parents are told "you know your child best, and what works best for them". Please do not continue with this blatant discrimination against our children. [REDACTED]

Q3

What is missing from the handbook?

Your missing [REDACTED] from the "who can assess students to purchase assistive tech." HUGE miss on your part!

#31

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Q1

What are the top things you like most about the handbook?

Honestly, I was too busy looking for the issues to notice things that I like. With everything that has been going on with ESA including rescinding pre-approvals, I am looking at this handbook in fear mode; as I am sure many parents are because we have been super stressed out for weeks dealing with you guys and the constant changes that haven't been communicated to us in any formal matter.

Q2

What are your top concerns about the handbook?

1. The definition of supplemental materials on page 8 and page 16 of the handbook draft does not include or enforce the updated SBE rule below that was put into place to assist our children in attaining the Supplemental Materials they need to succeed based on their individual learning styles and needs:

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14. "Supplemental materials" referenced in A.R.S. § 15-2401(2), means relevant materials directly related to the course of study for which they are being used that introduce content and instructional strategies or that enhance, complement, enrich, extend or support the curriculum.

The way it is written in the handbook undermines the rule and takes out the necessary verbiage that was put in place to ensure our kiddos could have items approved that would support, enrich and enhance a curriculum.

My [REDACTED] [REDACTED] needs to have hands on learning experiences. [REDACTED] learns best when given the ability to visualize and work with information in many different ways. For instance a curriculum unit on Dinosaurs works best for [REDACTED] when presented with models of different dinosaur species that [REDACTED] can hold and play with while we discuss the attributes of each one. We would also pair a unit like this with documentary videos and an art project that correlates with the topic. [REDACTED] may even use a Lego manipulative to build a dinosaur habitat which is hands on STEM learning.

Allowing [REDACTED] to be creative while learning and adapting the lesson to [REDACTED] needs with the use of supplemental materials helps [REDACTED] to retain the information. [REDACTED] does not learn like [REDACTED] students with a workbook and a textbook because [REDACTED] has an [REDACTED] [REDACTED] [REDACTED] is [REDACTED] [REDACTED] and thus has [REDACTED] [REDACTED] and needs special accommodations and supports that work with [REDACTED] learning style. Thus the need for supplemental materials that may not be documented within a curriculum that was written specifically for [REDACTED] students and not for [REDACTED] Students. It is very hard to find curricula covering all subjects that has been written specifically for [REDACTED] Students or students with [REDACTED] The reason being is that their needs vary greatly thus the term [REDACTED] One kid may learn hands on and another visually and another may need every available option presented until an option works.

It is currently a fight to get any supplemental materials approved under this chopped up definition of supplemental that the ADE Staff are trying to push.

The supplemental items we need to get our [REDACTED] to focus on [REDACTED] work are not listed by brand name within a curriculum. When a parent explains thoroughly how a supplemental item is going to be used in an educational setting that benefits their child's learning style that should be sufficient and it falls in accordance with the SBE rule that states a supplementary item can be used to enhance, complement, enrich, extend or support the curriculum.

This also pertains to subsection 8

2. Page 8 subsection 5: cases where reimbursement is the only option.

In regards to reimbursement being the only option to purchase approved items: This is a discriminatory practice against low income families who cannot afford to pay out of pocket and therefore their children do not have access to the same level of education as do children of parents with higher incomes who are capable of paying out of pocket. This needs to be looked at by the department and a remedy needs to be put in place such as the concierge option that used to be available through Classwallet. The option was available and needs to be reinstated or MCC code restrictions need to be lifted.

Parents are knowledgeable on what they are allowed to purchase (when ADE is consistent, which they have not been). We will however seek pre-approval when in doubt. We just aren't sure now if pre-approvals are valid.

Pre-approvals should help with ensuring that there is no fraud as long as those pre-approvals are upheld and honored by the department.

Unfortunately, as it stands now, parents have no faith in the pre-approval process anymore as the department has attacked those who went through the required avenues to get pre-approvals and then rescinded those approvals after the fact. We don't feel safe making any purchases right now. This is affecting our children's educations and our mental health as parents and teachers. This makes for a toxic relationship between parents and ADE Staff. The stress we are all feeling has to be affecting our children. I hope you all are aware that your inconsistencies and constant modifications of rule interpretations are affecting all ESA families including the kids that ESA is meant to support.

3. Page 16: states that the allowable item database is updated regularly which is not true. There are many links that are out of date and do not work. Also, many items that we have had approved since it has been instated are not included on the list.

4. Page 16: we have had board games and Legos (manipulatives) denied in the past or we have been instructed to provide additional highlighted Curriculum.

5. Page 17 states that supplemental materials must be recommended or required. This goes against the updated rule below. Curriculums and lesson plans do not specifically list any and all supplemental items that could be used to help out individual learners to achieve educational success. It is the parent/educator who knows best which supplemental items will help their children to grasp a concept. Many of our IEP kiddos learn best through STEM/Art/Music/Hands On projects that pertain to the specific subject being taught. So if we are covering a society or culture as part of a curriculum being able to show the student various parts of that culture through various lessons that include cooking regional foods, creating regional or historical art, and listening to or composing music from that region should all qualify as supplemental. These individual items may not be written or specified in a curriculum or lesson plan. As the educator we should be able to explain the need for any supplemental items as they relate to the topic/curriculum/lesson we are teaching.

To think that everything our unique learners may need to thrive and grasp a concept or topic is going to be clearly listed in any curriculum or lesson plan is absurd. I am teaching a child with [REDACTED] and [REDACTED] needs lessons that allow for materials to be provided in as many formats as possible to ensure the information is absorbed and understood. That is the point of ESA to be able to educate our children based on their individual needs. That is why the following rule was instated in the first place to ensure we didn't have to go through this process all over again. It was meant to ensure common sense was applied when approving supplemental items that pertain to a curriculum.

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6. Page 34:

Electronics - many materials are battery powered or electric these days. It is 2022 and electronic items are a part of everyday life. Our

children need to understand technology as they will be using it when they become adults and even now as they grow. To deny them the use of electronic items is to deny that technology is necessary to exist and thrive in the real world. They need hands on life experience to be prepared for life after school. This is ridiculous. We are not teaching them by candle light. I mean calculators are electronics and they are on the approved list. This needs to be updated to reflect that.

Gym Equipment - Gym equipment is required to teach our children physical education which is taught in public schools. We need to have access to the same tools in order to ensure our children learn how to lead healthy lifestyles now and in the future. There are many P.E. Curriculums that require the use of gym equipment. This should be redacted from the list as these items should be approved for all kids.

Kitchen Supplies - Home Economics has been taught in public schools since they were established. Our children should have access to hands on learning opportunities which include life skills and utilizing kitchen supplies to learn how to cook/bake for self sustainability. This is a basic life necessity and kids should be allowed to learn how to take care of themselves. Cooking/Baking also teaches educational fundamentals such as math and literacy. There are many curriculums available that teach various forms of cooking and baking and require the use of kitchen supplies. Kids in public schools have access to cooking supplies and classes. Our children should have that same access.

Magazines - even those that would be considered non-educational are in fact reading materials and magazines that focus on specific topics are very important resources especially for special needs kiddos whose attentions are many times focused on very specific topics.

Play Equipment - how is this defined? Without defining this you are leaving it open to interpretation by both parents and staff. Please articulate the meaning.

Warranties & Protection Plans - why would these not be covered. We have destructive children and you do not want us having to repurchase items.

7. "The Department is authorized to audit all expenditures and may request further information if needed from the Account Holder at any time. 21"

Also in regards to page 48:

Are pre-approvals valid? Can we trust what you say? Many parents can not afford to pay back these expenditures which is why we seek pre-approvals in the first place to ensure that we have our bases covered.

If pre-approvals are not guaranteed this needs to be addressed to parents in a meaningful manner. It basically means we can not trust the process and it hinders our children's educations.

8. Page 46: please explain what items fall under each category with examples. A list does not give us the information we need to determine how to categorize an expense.

Ex: Educational Materials vs Supplemental

9. Page 54 shows the process to get pre-approvals and then says on the same page that ADE can only provide technical assistance and not legal advice. What?!

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10. If pre-approvals are not legally binding that needs to be addressed in a clear and concise manner so that all parents are aware that pre-approvals mean nothing and that they are constantly going to be at risk of an audit and possible economic suicide that could leave their families devastated.

Thanks for addressing these concerns.

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Thanks for addressing these concerns.

#32

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, March 08, 2022 9:16:15 PM
Last Modified: Tuesday, March 08, 2022 9:21:03 PM
Time Spent: 00:04:47
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Very Informative.

Q2

What are your top concerns about the handbook?

My [REDACTED] tuition for the upcoming year 2022-2023.
Is this covered please update.

Q3

What is missing from the handbook?

None.

#33

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, March 08, 2022 8:46:17 PM
Last Modified: Tuesday, March 08, 2022 9:25:52 PM
Time Spent: 00:39:34
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

That it provides a variety of information. The Educational Materials list has been expanded to include some much needed items!

Q2

What are your top concerns about the handbook?

- 1) This is by far my biggest problem with this current draft: that supplemental items have to be required or recommended by the curriculum. The problem with this, is most curriculums DON'T have everything one might use specifically written in it on purpose. They do this so the curriculum REQUIRES very little so it can be more accessible to more people. But it doesn't mean there are not a variety of things you can get that would enhance and improve a child's study of that curriculum. This language takes away from that opportunity for students to have a much deeper learning experience. Curriculum is written generalized for anyone who might want to use it- it is not personalized for a student. That is what parents can do with supplemental items: use them to personalize their child's education and enhance it in the way most beneficial way for their child. Supplemental items SHOULD include anything that deepens and increases a child's learning experience with that curriculum.
- 2) A better streamlining of what is needed for extracurricular activities, meaning credentials. Some are listed, but other sports are not, such as hockey, and parents don't know what to try and provide. If a student is registered in a nationally recognized league, or even a local league, it should be approved.
- 3) Legos should NOT be considered a supplemental item, but instead be categorized as educational materials. Plainly said, there is no difference between math base 10 blocks and legos, except one hooks together. Legos are a math and science manipulative and should be categorized as such. There is a tremendous amount of research proving how using Legos increases mathematical skills. It is also a perfect way to bring math and science (ie engineering) into other subjects, such as history. While studying a history curriculum, as a way to enhance and deepen a student's involvement in it, a parent can provide a historically accurate Lego set for the child to do some hands on learning with. SO MANY children benefit from this.
- 4) The wording that supplemental materials have to be required or recommended by the curriculum, approved by the department. This wording is extremely subjective, and essentially leaves everything to the whim of the person approving that day. Also, as said above, most curriculum purposefully DO NOT list specific items in their curriculum, to open it up to more people to use. Often, it is assumed by the curriculum what is needed: example a kids cook book may not list a spatula as a required item, but uses a spatula for cooking. It's implied that you would need one while not explicitly stated. Other examples include learning to crochet books. They often do not have a specific list of required items, but through looking through the lessons, you see what you will need. Having that language of "required or recommended" is too specific and will essentially eliminate most items that would be highly valuable for a deeper learning experience.
- 5) Only children with disabilities need vocational training? I think all children need vocational training.
- 6) The disallowed list contains "Electronics." I almost thought this was a joke at first. We live in the age of technology, where everything is run by 1's and 0's, and we are preventing our students from having access to computers and technology? That doesn't make sense at all, and prevents our students from being prepared to enter a world wide competitive working environment. Things like LeapFrog products are absolutely educationally enhancing, but because they have batteries they are not allowed? I can't even believe this is a real thing in the age we live...
- 7) I am really happy that gym memberships for the student are allowed. But I can not for the life of me understand why Museum and Zoo memberships for the student would not be allowed? They are inherently educational. And again, most curriculums will not REQUIRE a student to go to the zoo or museum, because some may not have access to one, and would therefore not be able to complete the curriculum. But it's inherently valuable to take a student to these places often and they should be allowed without a curriculum. Learning happens in many different forms. Most children in this program probably learn differently than public school children. We should understand that their learning experience is going to look different, and that is great because it's how they learn.
- 8) Play grounds and play equipment should be allowed. I can't even begin to cite all the research on how IMPERATIVE play is for children, especially children with special needs. Public schools have playgrounds and play equipment because they know children need it to enhance their learning. We should be given equal treatment in that regard.

Q3

What is missing from the handbook?

The things listed above.

#34

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 09, 2022 7:33:24 AM
Last Modified: Wednesday, March 09, 2022 7:42:19 AM
Time Spent: 00:08:55
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

More details in categories.

Q2

What are your top concerns about the handbook?

For supplemental materials that go with a course of curriculum needing the word "recommended or required" it should also say "implied". Not everything is going to use those exact words and it's OBVIOUS when items are needed to complete specific curriculum. My other concerns are the disallowed expenses, some of these categories aren't accurate like for example "electronics" they are allowed if on an IEP that calls for it. These listed items need to have all details written.

Q3

What is missing from the handbook?

Information on pre-approvals. I was told multiple times that if I have a pre-approval already for the year I would be able to make that purchase with it, doesn't seem to be happening. These need to be upheld with no back and forth!

#35

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 09, 2022 9:15:54 AM
Last Modified: Wednesday, March 09, 2022 9:17:15 AM
Time Spent: 00:01:20
IP Address:

Page 1

Q1

Respondent skipped this question

What are the top things you like most about the handbook?

Q2

What are your top concerns about the handbook?

The wording. You make it seem like we are purchasing items we shouldn't be. Lots of children need hands-on items.

Q3

Respondent skipped this question

What is missing from the handbook?

#36

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 09, 2022 8:37:26 AM
Last Modified: Wednesday, March 09, 2022 9:19:47 AM
Time Spent: 00:42:20
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

It's a guide to help new families and provide consistency for the new ade staff as well. It helps organize different ways and options to use ESA funds for education of children with diverse abilities and learning needs.

Q2

What are your top concerns about the handbook?

Too many things are being disallowed even though they are not disallowed in statute. The SBE rule was to provide consistency and allow learning with diverse hands on just as should be. Items do NOT have to be explicitly required by a curriculum (ade staff has recently began denying all items not specified in the curriculum exactly to that make / model number and that should not be the case). The items according to the SBE rule the supplemental items can be required, or items that enhance / support the curriculum which means they extend the learning of the lessons so would not be explicitly required. SBE staff spoke at length about this and now the new Ade Staff is changing it again to be only required or they deny everything. In addition, class wallet transition plan was "sold" / marketed to families with the idea that the ade staff personally approves each purchase so no more worry about ade changing their mind to make you pay back items, and that exact scenario they said would be prevented is still happening. Even items that follow the handbook, the ADE staff is approving class wallet orders, then later going back to demand repayment, which SBE and ADE assured parents last year during meetings, that would stop. The handbook should not be used as a weapon more restrictive to education options than the statute! When ade staff approves a purchase via classwallet process or via helpdesk they have approved it! They should not be going back and demanding repayment on their items they approved and changing their mind. The handbook and SBE rules were supposed to provide consistency and that is not happening.

Also, there is a section where there are items allowed that don't require curriculum and the ade staff still is denying them saying send in curriculum, such as a globe or math manipulatives. Ade staff needs to learn the handbook. It wastes time for everyone most importantly the kids who need the educational items.

Q3

What is missing from the handbook?

There is a line that says you may not pay ESA parents with ESA funds, & that needs to be clarified, as that was clarified several years ago when █████ as the █████. It needs to be changed to parents may not pay themselves for their own children with ESA funds or accept payment from other ESA students to their personal accounts. ESA parents who also own a business may receive ESA payments to their business account and provide service and receive payment from other ESA students / parents. So that needs to be added.

#37

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 09, 2022 9:38:57 AM
Last Modified: Wednesday, March 09, 2022 9:47:29 AM
Time Spent: 00:08:31
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

It spells out clearly the credentials needed for tutors, paraprofessionals and therapists, and clarifies the approved types of expenses

Q2

What are your top concerns about the handbook?

Any time there is a link for more information outside of the handbook - like for ClassWallet or for the laws/regulations - there's a chance that people will not click the links and not get that information. The more directly included in the handbook, the better.

Q3

What is missing from the handbook?

p. 28 - for the Vocational and Life Skills education for special education students, it would be helpful to clarify that Tutors can also be hired to work on Life Skills or job skills training, in addition to the voc schools and programs mentioned. At least, I'm assuming that this is allowed - so, in addition to Tutors who teach the "core curriculum" of math, reading, etc., approved for everyone, tutors for the special education students should also be able to teach life skills or voc training. This is not something that is listed under the "special" classes like Art or PE, I think because it is specific to special education...but it's not listed under the therapies either. Or conversely, if this kind of tutoring is NOT approved, maybe it would be helpful to state that, too. Thank you!

#38

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 09, 2022 10:19:25 AM
Last Modified: Wednesday, March 09, 2022 10:23:43 AM
Time Spent: 00:04:17
IP Address:

Page 1

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2

What are your top concerns about the handbook?

I purchase alot of items out of my pocket to avoid issues and I use CW rather than CW card to avoid unauthorized purchase issues. However, I have an issue with items being approved to later be audited and told they approved something they should not have. Some of the language in the contract is very vague leaving parents at risk for ADE's mistakes. Also, schools purchase certain electronics for educating children why is it not the same for parents.

Q3 Respondent skipped this question

What is missing from the handbook?

#39

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 09, 2022 11:55:13 AM
Last Modified: Wednesday, March 09, 2022 12:15:28 PM
Time Spent: 00:20:14
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

It has obviously been (mostly) edited for grammar this time.

Q2

What are your top concerns about the handbook?

-The handbook explains that ADE has an obligation to withhold personally identifiable information, but it doesn't make clear that CW does not. Parents are routinely asked for details to justify purchases while using the CW platform. How are parents supposed to know that their PII and personal details are shared with employees of, and vendors via, CW? (pg. 4)

-Under educational materials allowed without curriculum, it says "manipulative." Can you please define "manipulatives?" (pg. 16)

-If I am home educating my child, and I am the one deciding learning objectives and lesson plans, would submitting these plans and objectives be sufficient to prove my "curriculum" requires a supplemental item? If not, please explain why statute does not allow this? (pg. 17)

- Under "Other Items", is ADE prohibiting the use of VR technology to access educational content now? Can you define "technological device"? (pg. 18)

- Disallowing "electronic music players" does this disallow keyboards or midis? Why would you disallow software? (pg. 34)

- Electronics are listed as disallowed. Can you define electronics? Would this include items such as coding robots, Mightier, Speak & Spell, Osmo, and Snap Circuits? (pg. 34)

- Kitchen supplies under disallowed items. Does this include supplies required for cooking or home economics classes? What do families do if these items are required but students do not have access? Are they unable to take these classes then? (pg. 34)

- Can you give an example of a "non-educational magazine" other than pornography? (pg. 35)

-Why are "event tickets" explicitly disallowed? If my student is learning about Mozart in music class, and the symphony is playing a Mozart-focused concert, wouldn't this be an appropriate, educational field trip? (pg. 35)

- How can you suspend debit cards for "attempted purchases at restricted merchants" when MCC restrictions are in place for valid purchases, such as reading books from Walmart or puzzles from "retail store"? (pg. 43)

Q3

What is missing from the handbook?

Information about who is responsible for auditing ClassWallet and ensuring the safety of our students' funding, within their platform. Also who we contact when we believe CW is mishandling our students' funds.

#40

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 09, 2022 2:37:47 PM
Last Modified: Wednesday, March 09, 2022 2:38:58 PM
Time Spent: 00:01:11
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Easy to follow and understand

Q2

What are your top concerns about the handbook?

None

Q3

What is missing from the handbook?

Nothing

#41

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 09, 2022 2:25:33 PM
Last Modified: Wednesday, March 09, 2022 2:40:58 PM
Time Spent: 00:15:25
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

A list of items requiring more detailed information that need to be submitted for further review

Q2

What are your top concerns about the handbook?

Needing to either remove or clarify what is meant in certain sections of the handbook because it causes confusion... for example pg 39 debit card transaction state you can pay providers not on Class wallet on one section and another states if you use the debit card even with a provider on Class wallet you need to upload credentials. This section has caused confusion. Please clarify to help all on the program no the exact process.

Q3

Respondent skipped this question

What is missing from the handbook?

#42

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 09, 2022 2:58:35 PM
Last Modified: Wednesday, March 09, 2022 3:02:42 PM
Time Spent: 00:04:07
IP Address:

Page 1

Q1

Respondent skipped this question

What are the top things you like most about the handbook?

Q2

What are your top concerns about the handbook?

Changing verbiage from "associated with" curriculum to "required by" curriculum will make MANY items inaccessible, particularly when ESA staff is already disallowing items because the curriculum does not state a specific brand. The majority of curriculums DO NOT specify brand, rendering hundreds of thousands of items and curriculums useless. The entire point of ESA is to EMPOWER students to learn in non-conventional ways, particularly for kiddos with [REDACTED]. Changes in the handbook seem to be pushing our children back into the same, educational box that failed them in the first place.

Q3

What is missing from the handbook?

Common sense and administrative discretion.

#43

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 09, 2022 5:03:55 PM
Last Modified: Wednesday, March 09, 2022 5:04:52 PM
Time Spent: 00:00:57
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Everything

Q2

What are your top concerns about the handbook?

Nothing

Q3

What is missing from the handbook?

Nothing everything is perfect

#44

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 09, 2022 5:46:38 PM
Last Modified: Wednesday, March 09, 2022 5:47:30 PM
Time Spent: 00:00:51
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Understandable.

Q2

What are your top concerns about the handbook?

None.

Q3

What is missing from the handbook?

I did not see anything missing.

#45

COMPLETE

Collector:	Web Link 1 (Web Link)
Started:	Wednesday, March 09, 2022 7:56:40 PM
Last Modified:	Wednesday, March 09, 2022 7:58:18 PM
Time Spent:	00:01:37
IP Address:	

Page 1

Q1

What are the top things you like most about the handbook?

Seem to be very informative

Q2

What are your top concerns about the handbook?

It long

Q3

What is missing from the handbook?

#46

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 09, 2022 11:22:41 PM
Last Modified: Wednesday, March 09, 2022 11:37:09 PM
Time Spent: 00:14:27
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

The table of contents is helpful.

Q2

What are your top concerns about the handbook?

Technology (desktop, laptop, tablet) only available to students with an IEP.
Approvals can be arbitrarily rescinded after the purchase has been made. Unethical and astounding.

Q3

What is missing from the handbook?

A statement of accountability for the ADE employees who provide approvals; that once an approval is granted, that approval cannot be rescinded and repayment cannot be demanded. Rather, future approval of that item cannot be granted.

#47

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, March 10, 2022 1:24:59 PM
Last Modified: Thursday, March 10, 2022 1:29:31 PM
Time Spent: 00:04:31
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

It's more clearly written

Q2

What are your top concerns about the handbook?

The change to the definition of supplemental items from enhancing or enriching a curriculum to being recommended or required by. Not all curriculums recommended supplements, but my [redacted] who is [redacted] greatly thrives from adding on supplemental materials that help [redacted] grasp a concept more hands on (tactile, letters or numbers, math games that support a lesson etc.

Q3

Respondent skipped this question

What is missing from the handbook?

#48

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, March 10, 2022 4:38:12 PM
Last Modified: Thursday, March 10, 2022 4:39:59 PM
Time Spent: 00:01:47
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Organized

Q2

What are your top concerns about the handbook?

That a lot of supplies necessary for schooling are rejected

Q3

What is missing from the handbook?

allowing reasonable electronics, items, and consumables to be allowed to our children like they would have access to in a public school.

#49

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, March 11, 2022 10:24:28 AM
Last Modified: Friday, March 11, 2022 10:41:22 AM
Time Spent: 00:16:53
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Nothing! The handbook has been written by a department of employees with no educational background or expertise. Way to many liberties taken. SBE rules already interpret statute but this handbook appears to interpret the rules. Not ok!

Q2

What are your top concerns about the handbook?

I am concerned about the AssistiveTech section under Associated goods and services.

The handbook should follow the information on this link by ADE. <https://www.azed.gov/specialeducation/at/>

AssistiveTech is not necessarily something required by any special education program or curriculum. AssistiveTech & Associated goods can be recommended in an evaluation, iep/504, or letter from a person with professional education background and expertise. QSP, (Qualified SPED Professional) can be defined as a professional with credentials in the following areas: Psych, SLP, OT, Certified Teacher, or certified SPED teacher. These are qualified professionals with educational backgrounds
Further ADE needs to provide a list of all disability categories and how to access AT so that the ESA staff with no educational background can better have approval knowledge of requests. Perhaps there should be a specific staff member trained in this area to handle all of these requests?

All of this needs addressed and fixed in the handbook. If it does not align with statute and IDEA then SBE should reject the handbook

Lastly, remove the ridiculous 2 page disallowed list. It does not follow statute which only disallows 3 things.

Q3

What is missing from the handbook?

Definitions. Not new definitions but the definitions as already stated in statute and rules.

The handbook should be an overview and guide of how to access the program not additional rules.

#50

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, March 11, 2022 10:30:47 AM
Last Modified: Friday, March 11, 2022 10:51:33 AM
Time Spent: 00:20:45
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

I'm thankful for the educational materials that are allowed without curriculum.

Q2

What are your top concerns about the handbook?

1) Most curricula do not use the words "required" or "recommended". An instrument book doesn't use the words "this instrument is needed" because it's logic that the instrument would be needed. This applies to countless other extracurricular subjects. Books, lesson plans, curricula, etc don't usually use that verbiage because they are assuming the reader uses logic. They don't state an item is required or recommended because it is obviously implied that the item is needed. Using that wording limits the purpose of what an ESA is about.

2) Expanding on the above- our science curriculum states that certain lab kits are "needed". It doesn't use "require" or "recommend", it uses "needed". They are literally the same definitions. Will those items also now not be allowed?

Q3

What is missing from the handbook?

3) Why was the "ESA staff is trained to provide support and guidance..." part removed? Shouldn't they be? Are these the same people making the decisions on whether an item is considered educational enough for children? Does this make them unqualified? This needs to be put back in.

#51

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, March 11, 2022 2:41:22 PM
Last Modified: Friday, March 11, 2022 2:55:58 PM
Time Spent: 00:14:36
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Simplified spending procedure by using only class wallet. More categories were defined as approved or approved with a curriculum.

Q2

What are your top concerns about the handbook?

Navigating to the correct area of concern when I have a question on appropriate spending, this was improved from the previous version, could continue to improve.

The information on enrolling in advanced education before or after graduation was hard to understand.

Q3

What is missing from the handbook?

If simple items such as focus/calm down (wiggle seats, tangles, weighted therapy snake etc) items are approved.

How to identify classifications for your child's ESA account within ESA portal.

If receipts/invoices are required to be submitted for transactions made in the marketplace or using the pay vendor function of class wallet.

#52

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, March 11, 2022 6:18:22 PM
Last Modified: Friday, March 11, 2022 6:24:21 PM
Time Spent: 00:05:58
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

That new items have been added. Those items benefit special needs students in many ways.

Q2

What are your top concerns about the handbook?

That it feels the Dept is overstepping the curriculum rules and stating it has to be curriculum approved the dept. This actually violating rights of parents who have one on one hands experience with their own child to know what curriculum fits them best. I also don't like that the Dept is not holding true to what's in the handbook but parents are liable to. If we don't follow it we can be taken to court. Items that were removed from handbook are taking our children backwards instead of forward.

Q3

What is missing from the handbook?

Better parent protection. The dept should be held liable to stay consistent with approvals, and not go backwards on approvals. Especially those approvals on Class Wallet!

#53

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, March 11, 2022 8:16:18 PM
Last Modified: Friday, March 11, 2022 8:16:51 PM
Time Spent: 00:00:33
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

It's very thorough and organized

Q2

What are your top concerns about the handbook?

None

Q3

What is missing from the handbook?

Nothing I can think of!

#54

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, March 11, 2022 8:43:52 PM
Last Modified: Friday, March 11, 2022 8:59:55 PM
Time Spent: 00:16:03
IP Address:

Page 1

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2 Respondent skipped this question

What are your top concerns about the handbook?

Page 42-the following note regarding debit cards:

"As part of the contract between ClassWallet and the Arizona State Treasurer, the debit card does have limitations and certain MCC codes are restricted.

If the debit card doesn't work at a specific business or vendor because of a restricted MCC code the item will need to be purchased in another way. Unfortunately the Department cannot make MCC code exceptions."

***This is a major concern, as vendors have and do change their MCC codes. Specifically online schools that participants have used for years, that have declined to sign up for class wallet. Reimbursement is not an option for many families due to financial reasons, and under no circumstances should a participant be forced to give up an online school program and/or service that they have been enrolled in for years because the department refuses to make an exception to allow for a new mcc code to be added. This also applies to any therapy and tutors for specific subjects that a participant has been using for years. Under no circumstances should a participant be forced to give up a service, school, etc because the department is unwilling to update and allow for an MCC code change that the provider has updated/changed. Again, reimbursement is not an option for many families, and many vendors have declined to sign up for class wallet. The department needs to find a solution for this issue, so participants do not suffer.

Q3 Respondent skipped this question

What is missing from the handbook?

#55

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, March 11, 2022 9:51:57 PM
Last Modified: Friday, March 11, 2022 9:53:54 PM
Time Spent: 00:01:57
IP Address:

Page 1

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2 Respondent skipped this question

What are your top concerns about the handbook?

Q3

What is missing from the handbook?

Parents should be the top authority for what is best for our children. Don't make us find curriculum that explicitly lays out everything our children need. Allow us the discretion to find things that directly relate to a child's studies without it having to be explicitly listed in the curriculum.

#56

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, March 11, 2022 9:53:44 PM
Last Modified: Friday, March 11, 2022 10:06:31 PM
Time Spent: 00:12:46
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Finding answers to basic questions.

Q2

What are your top concerns about the handbook?

It is beyond vague. New families trying to navigate through this super confusing process will be unable to navigate through the process from the handbook. The handbook is at times more confusing than helpful.

Q3

What is missing from the handbook?

So so so much! When it states what it covered it is a general category but you submit for approval and that is not what is covered. Nope you thought it said curriculum but nope not that kind of curriculum. The handbook also is so confusing on the debit card. I won't use the credit card because I may think this is a book that supports what I am teaching at the time but the person approving may not and it's denied. How would a parent ever know from the handbook? Parents like myself are so scared to get things to educate my child because depending on who is approving it may interpret it different from the next person, but based on the handbook it can easily fit into an approved category.

I think the handbook can be far more confusing than helpful.

#57

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, March 11, 2022 10:27:28 PM
Last Modified: Friday, March 11, 2022 10:28:42 PM
Time Spent: 00:01:14
IP Address:

Page 1

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2
What are your top concerns about the handbook?

It doesn't follow laws and statutes

Q3
What is missing from the handbook?

Definitions, elaboration, specifics, order

#58

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Saturday, March 12, 2022 1:22:15 AM
Last Modified: Saturday, March 12, 2022 1:23:11 AM
Time Spent: 00:00:56
IP Address:

Page 1

Q1
What are the top things you like most about the handbook?

It's ok

Q2

What are your top concerns about the handbook?

It's not specific when dealing with purchases

Q3

What is missing from the handbook?

The specifics on getting approved, and appealing rejections.

#59

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Saturday, March 12, 2022 5:54:08 AM
Last Modified: Saturday, March 12, 2022 5:54:59 AM
Time Spent: 00:00:51
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

No issues

Q2

What are your top concerns about the handbook?

No issues

Q3

What is missing from the handbook?

No issues

#60

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Saturday, March 12, 2022 7:13:59 AM
Last Modified: Saturday, March 12, 2022 7:15:09 AM
Time Spent: 00:01:09
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

That it's available for us to see.

Q2

What are your top concerns about the handbook?

The changes and I consistency when requesting items. Either go by the book or don't.

Q3

What is missing from the handbook?

True definitions and samples of qualified "curriculum."

#61

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Saturday, March 12, 2022 10:38:33 AM
Last Modified: Saturday, March 12, 2022 10:41:45 AM
Time Spent: 00:03:11
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Font size and clear headings that are numbered.

Q2

What are your top concerns about the handbook?

I could not find citations, I assumed citations 16 could be at the end of the document but I did not find it.

Q3

Respondent skipped this question

What is missing from the handbook?

#62

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Saturday, March 12, 2022 11:34:40 AM
Last Modified: Saturday, March 12, 2022 11:49:24 AM
Time Spent: 00:14:43
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Nothing. It is constantly changed or interpreted different by different ESA employees. It is also limiting options for disabled students, specially students with [REDACTED] that can't use regular curriculum where learning is done mainly through listening, reading, and writing. My child is not able to read with the font size that is deemed appropriate for a child [REDACTED] age, [REDACTED] and for [REDACTED] make it too hard for [REDACTED] to work on paper worksheets. We use plastic letters and letter tiles to practice spelling even though the curriculum we muse doesn't requires them. Why? Because otherwise we would not be able to use any curriculum. I have spoken with people from the [REDACTED] and they agreed there is no curriculum specifically made for [REDACTED] which is different than [REDACTED]. If you limit the resources for these kids you are discriminating a large group of [REDACTED] kids.

Q2

What are your top concerns about the handbook?

It seems the people writing it has zero experience teaching kids with disabilities and they are taking no input from parents.

Q3

What is missing from the handbook?

What is missing is the very basis of "appropriate education" for kids with an IEP, as limiting or not allowing accomodations and modifications that parents can make to curriculum is defeating the purpose of special education. If you require us to stick strictly to what a curriculum recommend for regular students, then you are not allowing modifications and accommodation!

#63

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Saturday, March 12, 2022 1:57:46 PM
Last Modified: Saturday, March 12, 2022 2:10:26 PM
Time Spent: 00:12:40
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

I like the new layout. It is easier to read and follow. I have a [REDACTED]. The blue Headings and catagorized lists help my [REDACTED]. The easier reading format also helps me to remember what I read/saw and look it up again in the future.

Q2

What are your top concerns about the handbook?

I found it confusing to read in one section that items such as gymnastics classes are approved as a p.e. course, but later in the catalogue gymnastics was listed as "not allowed". Also, sometimes uniforms are allowed and sometimes they are not. Please explain.

Q3

What is missing from the handbook?

I am thrilled at all the new "allowable" expenses! We are delighted to see that items such as atlases, dictionaries, calculators, audio books, flashcards and planners are now allowable expenses. Thank you!

ESA has been a God-send for my kids. My [REDACTED] with IEPs are finally performing well in school, their confidence has sky-rocketed and rather than continuing to fall behind in reading and math they are both now reading above grade level ([REDACTED] tutoring works) and they are making strong strides in math. One of the [REDACTED] has finished 3 years of math in the past 12 months (year round) and the other has completed 1 1/2 years of math in the same 12 months of year round study.

We love that fall and spring breaks and teacher work days no longer interrupt the [REDACTED] routine. Instead they get to have a day off on their birthday and a day or two when a grand-parent visits. This has amounted to more days in school significantly reduced transition between schedules which is a huge help to them.

Did I say THANK YOU?!!!!

#64

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Sunday, March 13, 2022 1:04:57 PM
Last Modified: Sunday, March 13, 2022 1:24:34 PM
Time Spent: 00:19:36
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

I think it's wonderful to have a source of general guidelines for the program, but I think it should serve as "general" guidance rather than a "bible" so-to-speak.

Q2

What are your top concerns about the handbook?

While it is necessary to provide general guidelines to program participants as an explanation of purpose, I don't believe those same guidelines should be held as rigid limitations to what families can provide their students in their educational pursuits.

Q3

What is missing from the handbook?

I believe there should be a general procedure for how unconventional educational items may be explored, reviewed, and approved outside the general requirements. Many of our students do not thrive in a formal educational environment and need educational opportunities that may be considered unconventional or "outside the box". ESA is meant to open up their world to learning in a way that better suits their needs. But, many times our pursuits aren't available in a tidy premade curriculum with a supply list. Why would they be if we're approaching education in an unconventional way?? Some of our students need learning opportunities that are more hands on, see it, feel it, taste it, etc., in order to connect with the subject and gain from it. Being limited to ready made curriculum somewhat defeats the purpose of pursuing education outside the classroom dynamic. I believe there can be a common sense, reasonable approach to these situations, including having parents prepare an explanation as to how these things fit within their educational goals. Maybe even create a template with all the details ESA would need provided in order to pursue unconventional items??

#65

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Sunday, March 13, 2022 4:11:53 PM
Last Modified: Sunday, March 13, 2022 4:23:50 PM
Time Spent: 00:11:57
IP Address:

Page 1

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2
What are your top concerns about the handbook?

Here are the areas where I think the handbook is vague or confusing:

-What is the difference between gymnastics as a tutoring category and gymnastics fees (in the disallowed section)?

-What are 'fixed assets' and 'fixtures' (in the disallowed section)?

-If kitchen supplies are required for a culinary curriculum, this seems like a reasonable expense as a supplemental item. Can you clarify the difference between kitchen items in the disallowed section and items that are required for a culinary or life-skills curriculum that includes cooking?

-Why are sports allowed during the school year as physical education, but not day camps that focus on physical education during the summer?

Q3 Respondent skipped this question

What is missing from the handbook?

#66

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Sunday, March 13, 2022 7:48:41 PM
Last Modified: Sunday, March 13, 2022 7:53:36 PM
Time Spent: 00:04:54
IP Address:

Page 1

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2
What are your top concerns about the handbook?

Curriculum description is against the law and NOT always recommended or required. Buying an instrument and a music book on how to play it doesn't state you REQUIRE a specific instrument - its COMMON SENSE which ESA doesn't seem to have lately.

Q3

What is missing from the handbook?

So much

#67

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Sunday, March 13, 2022 11:15:22 PM
Last Modified: Sunday, March 13, 2022 11:22:00 PM
Time Spent: 00:06:37
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Tables and lists are easy to follow.

Referencing or footnoting the corresponding statutes is super helpful, thank you.

Clearly listing what needs to be included on invoices or submittals.

Q2

What are your top concerns about the handbook?

Document hierarchy is a bit difficult to follow. Making the heading styles more distinct, getting rid of extra spaces, and providing more whitespace overall would help the reader follow. Additionally, using callouts (especially to highlight actions needed to be taken by a parent) would help break up the walls of text and guide the reader.

What constitutes a curriculum recommending or requiring supplemental materials? I would interpret it being used in the curriculum as a requirement for a product or one that plays a similar role. Listing other items or suggestions would mean recommended to me. Please clarify!

Autism seems to be missing from the covered issues in the linked list of Special Education Providers, or am I misunderstanding the application?

Additional info on curriculum, set up like many of the other categories, is needed. What qualifies a curriculum? How do we get it approved? Which Department needs to approve it?

Not a concern per say, but to make the content a bit easier to follow I would make a new chapter called ESA Program and include these pieces from the other sections

- Approved spending categories overview with an internal link to specifics in next chapter
- Intro from Spending and Program Requirements
- Accepting ESA
- Arizona Residency
- Security/Confidentiality
- Handbook Purpose
- Handbook updates

Q3

What is missing from the handbook?

In general, a graphic or illustration of the different program processes would make the information easier to follow and more accessible. One of the next steps from contract acceptance in the intro, and at least one showing the different processes for purchasing would be helpful.

Hyperlinks to the statutes are needed. Unfortunately, because of PDF security, we cannot copy-paste the info to easily search for it.

Examples of what/how to provide info for associated goods or supplemental materials would be appreciated.

Clarification on what a "special education course of study" means would be helpful.

Funding schedule would be helpful in the intro

#68

COMPLETE

Collector: Web Link 1 (Web Link)
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Page 1

Q1

What are the top things you like most about the handbook?

I like the lay out. The whole format seems to flow better then in handbooks from previous years.

Q2

What are your top concerns about the handbook?

I don't have any concerns about the handbook, it's appealing to the eye.

Q3

What is missing from the handbook?

I didn't feel like anything was missing.

#69

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Page 1

Q1

What are the top things you like most about the handbook?

Some of the repositioning. The flow is a little better.

Q2

What are your top concerns about the handbook?

Since a redlined version was not available, I compared this year's handbook, and the proposed handbook draft, using a free PDF comparison tool. I've included the link to that, for your use. <https://draftable.com/compare/IPEujkhkAVNv>

When does this handbook go into effect? I am assuming, by the dates listed, that it's the 2022-2023 school year (beginning July 1), but, I just want to be certain that is clear, since the draft date is March 28, 2022.

As an overall note, ESA parents need to understand the hierarchy of ADE/SBE/ESA, and also where to easily find the statute/rules/guidance available to them, for the program. We all want to understand the rules, so we can provide a quality education for our ESA students. This information is NOT always readily available to us.

Also, pertinent dates should be able to be quickly found. The table of funding dates and quarter dates has disappeared. If this has been adjusted, that is fine, but parents need to know this, so that we can plan/schedule our children's education accordingly. The last 2 quarters have been funded early (which is marvelous), but the uncertainty of either not having funding dates, or the ambiguity of the 15-30th of the first month of the quarter is frustrating to so many. Timelines should be clearly defined, as well. Everything from help desk tickets, to direct pay vendor requests, and marketplace orders. Parents should have access to know what an appropriate response timeframe will look like.

Preschool is learning through play, as is MOST learning done via Montessori, Charlotte Mason, and many other homeschool curricula, and is very developmentally appropriate for SPED kids. The state of Arizona does not REQUIRE that formal education begins before age 6, yet the current ESA policies do not support that, or even align to the developmental age of many of our SPED kids. Can the handbook be flexible enough to address this? This concern also ties into the current definitions of curricula, manipulatives, etc.

Can we add a simple reference page at the end with helpful links? Links like the parent guide, SBE rules, help desk and contacts, etc.?

Translated versions should be available. There is definitely a need for all ESA materials to be translated into Spanish, and other languages of students under the purview of ADE. A parent cannot be expected to agree to and abide by something they cannot understand.

Now, I will get into my page-by-page comments of the draft handbook

Table of Contents

Table of Contents listed twice, as well as "Contents". This is redundant, and can be sufficiently one use of "Table of Contents."

Pg 2 - Spelling issue (Postsecondary School)

Pg. 2 – Duplicate of "Disallowed Spending Categories"

Introduction (Pg 1)

What is the Parent Guide, and how can parents find it? A link may be appropriate here.

Page 2

All references to Kindergarten (full, half-day and tuition payments) have been removed from the handbook. Is this something parents need clarification on? It would also be very useful to note that preschool and kindergarten only receive half of the funding amount, because AZ doesn't fund them as full-day programs.

Page 3

Spelling/spacing issue (Holders of any change(s))

Where will changes and their dates be listed on the ESA website? Perhaps a dedicated page, with a link in the handbook would be

appropriate.

The procedure for updating contact information, especially with ClassWallet is not clear. Once changed with ESA, it needs to be separately changed with CW, which many people may not know. Contact information also needs to be changed with debit card, which is not clear either. (I ran into this, personally, this year, so I know others will too.)

Thank you for moving information about the help desk forward in the handbook. It makes more sense here.

Page 4

What are the remedies for privacy and confidentiality breaches? Safeguards should be in place, and parents made aware of them.

Page 5

(Including Schools) has been removed from the first paragraph, and is actually important. There are known schools that claim they need access to the online portal, or to keep the card, and new parents won't know this isn't appropriate. There has been discussion around this, this school year.

Page 6

#3. Parents need instructions to find Statute, and SBE rules, as well as the parent guide & handbook, and allowable items list, etc. If we are required to follow them, we need to know where to find them, and what ADE's interpretation of them are.

It has always been really confusing, the way written, whether or not ESA parents are allowed to service OTHER ESA families. Many ESA parents are vendors within Classwallet, and even outside of the framework. It would be really helpful if clarification could be in writing. It is my understanding that 1. ESA parents ARE allowed to be vendors, and service ESA students, provided that they are not their own children, and that they do not take the funds directly – but what does that mean? Can they only accept a payment through Classwallet? Can they accept a payment using the debit card? Please consider clarification. (also page 11)

Page 8

Reimbursement as acceptable payment - this should not even be an option, as it is not equitable for ALL, and does not allow for all ESA students to have EQUAL access to educational opportunities. There are many online schools that are allowable expenses for students, which are coded as such that the debit card does not work. They do not fit the "brick and mortar school" restriction, yet we cannot access them, because of that MCC code block. ESA/CW/ADE has the ability to unblock these codes, and should do so, to allow all students full access to educational opportunities. If this cannot be done, then the concierge process should be reinstated within ClassWallet.

Footnote 8. supplemental does not include the entire SBE definition (also on 16) in the footnote. Where is AAC R2-7-1501(14)? Perhaps another link is appropriate here?

The allowed items list should really be referenced here, so that people know where to look to find it. Also, when changes are made to the allowable items list should be noted publicly. Just as policy and changes, and their dates are noted (or should be) publicly.

Under "services provided by a public school", the thought is not complete "... and extracurricular ..." Extracurricular what??

Footnote 5. How can reimbursement EVER be a requirement? If there is not a way to pay for ALL educational needs within CW, or directly with ESA funds, there needs to be a better option. Reimbursement is not equitable for all, and not how the rule should ever appear to be written.

Page 9

Where does a parent find AAC R7-2-1508(C), and what does it say? If it's in the handbook, it should be written out, or linked, for easy access.

Perhaps there should be a section where clearly defined invoice & receipt requirements can be found, all together. Having to search through multiple sections of the handbook is counterproductive.

Page 10

Art supplies have long been a gray area. Disallowed consumables are now listed as only paper, pens, & markers. What if those things are recommended or required by the curriculum (there are curricula that recommend or require specific paper, pens & markers)? (also page 17)

Has the Kindergarten Tuition section been removed? Is that no longer an issue for parents? Funding is different for preschool & kindergarten. on the whole. and there are parents who will need the specifics of that.

Pages 13-15

So many spelling/spacing issues. Please proofread & correct.

Page 16

Legos ARE manipulatives - manipulatives need expansive definition by the Department. SPED children, and truly ALL children, learn by different methods, and MANY children learn in a very hands-on way – manipulatives are very common in AZ public school classrooms – INCLUDING Legos.

Mentions “grade level”—does this mean our students are restricted to their “cohort” grade level? This does not work for disabled and many times homeschooled students (My own [REDACTED] for example, is [REDACTED] [REDACTED] so in terms of handwriting & manipulatives, often [REDACTED] is at [REDACTED] level, but in terms of working memory, [REDACTED] functions more in a [REDACTED] [REDACTED] range).

Do educational CDs include books on tape (audiobooks)? What CDs, specifically, would NOT be ok? Music? (also page 17)

Page 17

What is the difference between “art supplies” and “supplies” as referenced under supplemental materials?

What is a parent to do if common sense says that an item is recommended or required in order for learning to occur, but the curriculum does not list those exact 2 words?

Under documentation it lists Activity guides and learning guides – does that mean if the item INCLUDES those, it counts as documentation, and can be ordered at the same time as the supplemental items??

What about a “learn to _____” book in an order with supplemental items? Does that not constitute a curriculum (using common sense)? I.e: What if a cookbook has “suggested items” is that the same as required? A book that says “learn to play baseball”, and the cart contains all baseball-related items, etc.

Page 19

Spacing/spelling issue under services provided by a public school (speechand debate)

In re: to uniforms for public school expenses – handbook does say can be required, which is a change, is the submission of that request the same as supplemental items?

Page 22

description of SPED provider

4th line spacing/spelling issue (paraprofessionalservices)

Clarification is necessary for “requirement” and “specific need”... how specific do SPED providers or IEP/MET/Eval need to be??

Does my provider need to go out and hunt down specific Amazon links, in order to request these items? Is it simply in the verbiage they choose to use to request these items? Please define and explain.

The link provided for SPED service providers is painfully out of date, and doesn’t even list Autism as one of the categories of SPED need. This needs to either be updated, or corrected, to align with ESA student SPED categories.

Page 23

Any reference to the help desk really should be accompanied by specific instructions to access the appropriate category. If this is not doable, perhaps a “cheat sheet” for the help desk could be created, so that parents can know which paths to take, and which categories to choose.

Pages 23-16

Overall spacing/spelling/grammar issues. Please proofread.

Page 24

“Equine” therapy has been omitted, and simply says “therapy”

Page 31

Why do only “preschool severe need” students need new IEPs?

Page 34

Why is there even a list of disallowed items (which has expanded from one page to 3)? This does not align with the statute (which only disallows 3 items/categories - Consumable Educational Supplies, Computer hardware and technological devices, and Transportation). What constitutes “climbing equipment”, “gym equipment”, “gymnastics fees” (and why are gymnastics fees singled out?), “play equipment”, “playgrounds”?

Why would warranties and protection plans NOT be allowed, especially for assistive tech devices? It would stand to reason that it would protect the device and save funding for the ESA/student, in the long run. And, we all know how hard kids can be on things like this.

Why no gymnastics fees, and why are they singled out, vs. all the other sports fees? Is this specific to competition fees, level fees, or classes too?

Page 39

Is “Home (Force.com) supposed to be a link? This is listed a couple of places within the document, and doesn’t make a lot of sense. Under “Pay Vendor” it would be helpful to note that the vendors in this section have already been vetted by ESA, and provided acceptable credentials. Parents are not required to collect or submit for these vendors, provided they are using the Direct Pay functionality. If paying outside of CW, they DO need to collect and submit the vendor’s credentials.

Pages 39-40

What about reimbursements of items, after contract acceptance, but before funding access has been given? Or, from the beginning of the quarter to the date of funding? Is that spending/reimbursement to all, or only new accounts? Especially in the middle of the school year – many people hit the ground ready to run, but there is such a delay in getting their accounts set up, etc., it would be nice to know that their spending is covered, etc.

Page 42

Last line (mayresult)

Page 44

States that the Department/ESA can audit at any time—should be changed to within 2 years, which was defined in the 2020-2021 school year.

Some purchases may “post” to CW on the date made, but a receipt may not be available until several days later – shouldn’t there be a grace period? I realize that there are parents who are extremely behind in uploading receipts, and this is more meant to bring them into compliance, but to arbitrarily shut off an account, without that bit of grace is not right either.

Footnote 21 needs to be written out. Again, the audit window is 2 years, shouldn’t that be noted, so that parents are aware?

The notice of reviews and audits – is that a program-wide notification, or cherry-picked to those who are being reviewed/audited? How will we receive notification of an audit of our account?

Page 45

Under invoices for tutors, paraprofessionals, or therapists: #6: How specific does this “proof of method of payment is required” need to be? Why does this even matter? As long as it is paid, and proof provided, this should be sufficient.

Page 46

Categories could use definitions (educational materials/items, supplemental, associated goods, etc). Parents get confused, and don’t know which category to use, as those lines are blurry.

Page 48

Wouldn’t the already-provided documentation be closely considered when items are approved? Why would something that doesn’t have the appropriate documentation be approved in the first place? What is the recourse of the parent if ADE/ESA decides to “change their mind” after an approval is already given/purchase made? ADE/ESA should be accountable to their decisions, so that parents aren’t on the hook for 2 years.

Page 49

Page 49

Middle of the page (confirmationemail)

Page 54

Is there a flow chart or escalation guide if the main line or help desk cannot assist? There are definitely times that a help desk ticket will not work, and knowing who is able to address our concerns would be very helpful.

Q3

What is missing from the handbook?

Please see #2, but I will also be emailing my comments.

#70

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Page 1

Q1

What are the top things you like most about the handbook?

Very Detailed

Q2

What are your top concerns about the handbook?

p.34 lists Boarding Schools as a disallowed expense. Has this changed? In the past payment for academic tuition has been allowed to boarding schools as long as none of the ESA funding is used for room/board (ex. academic fee covered by ESA and boarding fee covered privately by parent). If it is allowed, possibly change verbiage to "boarding expenses/fees".

Q3

What is missing from the handbook?

NA

#71

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Page 1

Q1

What are the top things you like most about the handbook?

Hyperlinks to additional resources

Great information

Q2

What are your top concerns about the handbook?

Overload of information; some redundant. Some exceptions, criteria etc. are the same - perhaps put these in an appendix that can be referenced rather than part of the manual, although a "one stop shop" is nice too. Maybe take out "filler" words.

Q3

What is missing from the handbook?

Confirm no reply e-mail address intro page 3 How to Stay Updated - the last email I got was from esacommunications@esa.azed.gov

Consider adding hyperlink to ESA portal Intro Page 3 under Changes Related to Emails, Addresses.....

Chapter 7 Leaving the ESA Program – numbering is off in list – should be 1-4 not 4-7.

#72

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Page 1

Q1

What are the top things you like most about the handbook?

I like that we do have a handbook as a guide line..

Q2

What are your top concerns about the handbook?

Concerns:

- 1) There are no safe guards for parents/guardians who follow the protocols set by ESA, when using the ESA funds for their children.
 - a. The whole purpose of Class Wallet is that when a parent/guardian requests to use the funds, the request is first reviewed by an ESA Account Specialist who then gives the approval to spend the funds.
 - b. in the same way when a parent/guardian submits a helpdesk request to use the funds it is either approved or denied by an ESA Account Specialist regarding the purchase.

These were to be a safe guard for parents/guardians regarding spending of the funds. BUT now that is not true, ESA is demonstrating that they are not to be held accountable for the decisions ESA/ESA Account Specialist made, and the Children are taking the fall for it. I have seen posted and talked to many parents/guardians who are afraid to spend funds on their children even if they have a pre-approval for the item. Again, the children are the ones who lose in all of this.

The handbook NEEDS to provide a safeguard when an item is approved by an ESA/ESA Account Specialist, it is approved! period...

- 2) ESA is now implementing that only a select type of curriculum will be accepted to approve a supplemental item. In addition, the curriculum MUST say that item is recommended and or required, these words must be there.
 - a. Curriculum is not required to have a list of recommended and or required section in it. Most curriculum will imply the need for an item, or even allude to it.

 - b. There are so many types of curriculum out there. As there are many types of teaching styles. There are so many things that can be used as curriculum. What parameters is ESA using to select which curriculum will be allowed to use when requesting supplemental items.
 - c. In today's age of the internet, there are so many advantages and one big one is that curriculum can be uploaded and does not need to be put into print. I have been told by an ESA Accounts Specialist, that if a curriculum is on the internet in a number of different forms, it will not be accepted.
 - d. Many times base curriculum for our family is a starting point. We then go to other sources to add to and expand specially for our Special Needs Child, or any child. In most cases, it is the other sources that we use as supporting curriculum that has the items listed out that we will need to use to help teach our child.
 - i. In the past few months, these supporting curriculum has been denied as curriculum and can not be used to request supplemental items. This goes against the whole idea of creating a learning environment tailored for our children.
 - ii. These items were not being denied because they were not allowed, but because the curriculum did not fit in the parameter now set by ESA.

- 3) In regards to our special needs preschool age children. It is very difficult getting items needed for them to succeed in the area of play. There are many studies done on the importance of preschool play and the development that is accredited to it. Here are few links showing the importance of preschool play;
 - a. It would be nice to have this area explored and expanded on so that we are able to buy supplemental items for our children for the purpose outlined in the links above.
 - b. and for our children who have a diagnoses that one or more of these areas are lacking. An example is ██████████

- 4) I do have a big concern with the now obsession for the need to highlight the curriculum when requesting supplemental items. For me personally these are my concerns.
 - a. I do not want to highlight in my books, I like to keep them as cleans as possible.
 - i. I do not always have use of a copier to print a page(s) for me to then highlight. We cannot use ESA funds to make copies.
 - ii. I do not have a scanner that does color, so I cannot scan in the copied page that is highlighted.
 - iii. If I do get a copy of a page and highlight it, I do not have a camera that is easy to load into my computer if I take a picture.
 - iv. I do not have a program that will highlight items when the curriculum is in a pdf format, or that screenshot.

v. I do not have a kindle that I can download curriculum onto in order to preview and highlight.
b. In the past few weeks, I have had items rejected saying I must highlight when I have provided very detail information. I first list all the curriculum and supportive curriculum I will be using. 2nd I list the curriculum the supplemental items are in. 3rd the page/location the items are at. 4th I take a screenshot of the supplemental items. If the items are in a number of different location, I have even created a table showing item, location, and curriculum, to help the ESA Account Specialist easily find the supplemental items I am requesting.

5) Last, I would like to mention warranty plans on supplemental items. The following should not even come into question. We should be able to purchase with our child's ESA funds; warranty plans, protective gear, and carrying/protective cases and items of such. These items again are normally not mentioned in an evaluation or by the team specialist, because I think they are common sense.

Thank you again for taking the time to read the above and taking the time to consider what is best for our ESA children. Also again, I would like to express our appreciation for ESA; it has been a blessing to our children in so many ways. I could not have given them many of the learning opportunities they currently have.

Q3 Respondent skipped this question

What is missing from the handbook?

#73

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Page 1

Q1
What are the top things you like most about the handbook?

More much-needed details on topics! More organized!

Q2
What are your top concerns about the handbook?

Still needs more details on existing topics. Statute is not always being referenced in all areas of handbook.

Q3

What is missing from the handbook?

I am submitting comments regarding the draft ESA Handbook for 2022 - 2023.

Concerns:

- 1) The handbook needs to provide assurances when an item is approved by an ESA staff the approval cannot be rescinded.
- 2) ESA is now implementing that a select type of curriculum will be accepted to approve a supplemental item. In addition, the curriculum must say that item is "recommended or required". As "recommended or required" was not in the curriculum that families provide. The Statute does not indicate the definition. Do the words "recommended or required" have to be in the curriculum in order to buy a supplement for that curriculum? Where does that reflect in the statute? Curriculum is not required to have a list of "recommended or required" section in it. Most curriculum implies the need for an item. There are so many types of curriculums out there as there are many types of teaching styles. There are so many things that can be used as curriculum. What parameters is ESA using to select which curriculum will be allowed to use when requesting supplemental items? Where is this in the Statute? Due to the Internet, there are so many advantages and one big one is that curriculum can be uploaded electronically. ESA Staff have shared that if a curriculum is online in various forms that it will not be accepted. Often curriculum for our family is a starting point. We then need to enhance and enrich so we utilize other sources. Most instances, that is the other sources that we use as supporting curriculum that has the items listed. In the past few months, these supporting curriculums have been denied as curriculum and cannot be used to request supplemental items. This is not helpful for the children. These items are being denied because the curriculum did not fit in the parameter recently implemented set by ESA. Where is this in the Statute?
- 3) I do have a big concern with recent ESA staff request to highlight the curriculum when requesting supplemental items. This is how my family is affected as I am not comfortable highlighting in my books, as it is a distraction. I do not always have access to a copier to print a page(s) for me to then highlight. ESA funds cannot be used to make requested copies. I do not have a scanner that does color, so I cannot scan in the copied page that is highlighted. If I do get a copy of a page and highlight it, I do not have a camera that is easy to load into my computer if I take a picture. I do not have a program that will highlight items when the curriculum is in a pdf format. I do not have a kindle that I can download curriculum onto in order to preview and highlight. It has been recently shared with me by numerous ESA families whom have had items rejected saying they must highlight when have already provided very detailed information.
- 4) The handbook is not available in Spanish.
- 5) Please provide list of approved MCC for ClassWallet debit card transactions.
- 6) A thorough detailed procedure on how to reconcile ClassWallet debit card transactions. Similar to a statement that is provided by financial institutions. The bank statement provided by Bank of America previously was sufficient. This is a great need.

We are thankful each and every day for the ESA program. We are focusing on this partnership with ESA and advocating for my children to have positive educational outcomes.

Thank you for all you do!

#74

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Q1

What are the top things you like most about the handbook?

1. Clarity
 2. Thorough
 3. concise
-

Q2

What are your top concerns about the handbook?

I was able to read through the handbook. but it would take substantial time to reach through each code and link

Q3

What is missing from the handbook?

nothing comes to mind

#75

COMPLETE

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Page 1

Q1

Respondent skipped this question

What are the top things you like most about the handbook?

Q2

What are your top concerns about the handbook?

It's hard to understand what is exactly is approved. Also, if I hire an aide, for my [redacted] in private school they have to be a para-aide or something. That needs to be listed

Q3

What is missing from the handbook?

It would be nice to have a how to. If I need to hire a para-aide or whatever, how do I do that? If you want the rules followed, make it easy for us to know what to do! I feel so lost knowing where to start.

#76

COMPLETE

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Page 1

Q1

What are the top things you like most about the handbook?

Well written and explains everything.

Q2

What are your top concerns about the handbook?

Does not explain clearly about Occupational and other Therapists and how to claim back when has been paid by parent.

Q3

What is missing from the handbook?

The above.

#77

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Page 1

Q1

What are the top things you like most about the handbook?

That we can do reimbursements it would be nice to have the cw personal service

Q2

What are your top concerns about the handbook?

What is the difference between recommend and required as verbs the difference between recommend and required is that recommend is the bestowed commandment on to represent favoring to suggest endorse or encourage as an appropriate choice while required is label to ask someone for something to Request. My concern is that curriculum a lot of times does recommend something but you're not going to see the word recommend it is a verb

Q3

What is missing from the handbook?

Parents rights

#78

COMPLETE

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Page 1

Q1

What are the top things you like most about the handbook?

I don't like the handbook. It's not user friendly.
Sorry, ADE, no self esteem boost here. This is a silly question.

Q2

What are your top concerns about the handbook?

It's not clear how to use the ESA program from the handbook. It's not clear what ADE does in their role of administering the ESA program. Since ADE's approvals for purchases are easily rescinded, should ESA parents be asking the Arizona attorney general what is allowed? Who is in charge? How can parents understand how to correctly use the ESA program?

Q3

What is missing from the handbook?

Instructions on how to use the ESA program in a user-friendly format.

Explanation of the role of SBE and the appeals process.

Explanation of who does what at ADE.

Explanation of which purchases require a credential and which don't.

Equity: only offering reimbursement means low-income students have their education options greatly curtailed. The card needs to work for *all* allowed expenses.

#79

COMPLETE

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Page 1

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2

What are your top concerns about the handbook?

The choice of how to educate our children feels like it is being taken away. My children don't learn the traditional way which is why we are on ESA.

Q3

What is missing from the handbook?

Parent/student choice. There are way too many hoops to jump thru with the new handbook.

#80

COMPLETE

Collector: Web Link 1 (Web Link)
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Page 1

Q1

What are the top things you like most about the handbook?

It's only in English. This is great. Arizona should only have English language materials available. (This is sarcasm, but the English-only handbook does show [REDACTED] leadership and (lack of) support for the diversity of Arizona.)

Q2

What are your top concerns about the handbook?

Legalese instead of plain language. Adversarial approach.

Q3

What is missing from the handbook?

Common sense about how children learn.

#81

COMPLETE

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Page 1

Q1

What are the top things you like most about the handbook?

Formatting

Q2

What are your top concerns about the handbook?

Alignment with statutes
Consistency
Details missing

Q3

What is missing from the handbook?

Compliance with statutes and needs of students

#82

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 11:58:31 AM
Last Modified: Wednesday, March 16, 2022 12:03:22 PM
Time Spent: 00:04:50
IP Address:

Page 1

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2

What are your top concerns about the handbook?

According to the new handbook there are more ways to have things denied than allowed. It makes it more of a struggle for parents trying to get things for their children's needs. It also states that purchases can be audited at anytime. This means to me that approvals can be taken back at any time. This creates fear in parents when getting approval. Once we receive approval from ESA staff there should not be any way we need to submit anymore information or to pay back. Once approved it is approved. End of story

Q3

What is missing from the handbook?

Protection for parents. If we submit for pre-approval and it is approved by an ESA staff member that should stand. There should be no reason to have that approval withdrawn, especially weeks/months later. Same with Class Wallet. If we submit on Class Wallet and it is approved by ESA staff it should not come back on the parent weeks or months later as disallowed spending. Approval means Approval. ESA should not be allowed to ask for money back after approval.

#83

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 11:57:43 AM
Last Modified: Wednesday, March 16, 2022 12:08:52 PM
Time Spent: 00:11:08
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

I appreciate that we have a handbook and a place to go for answers if need be.

Q2

What are your top concerns about the handbook?

I would love for the handbooks to be more of what we can do instead of what we can't do. More examples and clarifications on purchases and items approved. Not on what's not approved. I would love for it to have explanations on the different categories we have to choose from and what each of those categories are for. So many times I don't know what to categorize something as. Also if you are going to quote State statutes in the handbook it would be nice if the entire Statute was quoted and not cut off. Also add the Policy of interpretation of the statutes you are quoting. So book seems to be more negative than more helpful. Also if there was an organizational chart included so the parents know the chain of command.

Q3

What is missing from the handbook?

Helpful examples of what we can do and what we can expect instead of what we can't do and what we cant expect. An organizational chart with chain of command would be great.

#84

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 11:55:33 AM
Last Modified: Wednesday, March 16, 2022 12:11:21 PM
Time Spent: 00:15:47
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

I love the educational materials "allowed list"
I like how easy it is to see what credentials I need to turn in for different therapies
I also greatly appreciate the "HelpDesk Guidance" quick reference page

Q2

What are your top concerns about the handbook?

I am concerned about supplemental materials being restricted to that which is required or recommended by curriculum, rather than what enriches & enhances the curriculum. I have a [REDACTED] year old who was diagnosed with [REDACTED]. Amazingly, [REDACTED] is reading at a [REDACTED] grade level thanks to the ESA program & my access to roundabout & "back-door" style teaching supplies & items. I have worked with [REDACTED] SO MUCH with SO MANY unique items that HELPED [REDACTED] LEARN TO READ, but none were specifically required or recommended by curriculum. I don't want these words to go away, as [REDACTED] is still needing much support in other learning skills & [REDACTED] needs things presented in 5 or 6 different ways before they even start to stick. PLEASE do not restrict access to [REDACTED] learning by requiring specific items to be listed as "recommended" or "required" in school curricula. I fear that "common sense" in approvals & denials for some of my items lately has been lost due to these words.

Q3

What is missing from the handbook?

I still don't know how to get a response from a HelpDesk ticket when they ask for additional documentation. Usually I reply to the email & never hear anything else. I think clarity in what steps to take in this situation would be helpful, as well as how to upload documents to ClassWallet in a clear, step - by- step format that ESA wants us to use. I want to provide the necessary information but in frequently limited by number of characters in the CW "Notes" space! Thank you for your consideration of all these comments!

#85

COMPLETE

Collector:	Web Link 1 (Web Link)
Started:	Wednesday, March 16, 2022 11:48:52 AM
Last Modified:	Wednesday, March 16, 2022 12:11:30 PM
Time Spent:	00:22:37
IP Address:	

Page 1

Q1

What are the top things you like most about the handbook?

Gym membership is now being allowed - which is great - and it always should have been allowed. Thank you for fixing this.

Q2

What are your top concerns about the handbook?

The change in verbiage on curriculum requirements from the item requested "enhances" to "required" completely undermines our ability to buy what we need. Why are we not allowed to see the revised draft before it is adopted to make sure everything was addressed? If you make a mistake and leave something out, are we forced to live with it? For another year? That isn't fair. And if you choose not to adopt our edits, then explain why not. It feels like we take a lot of time to provide thoughtful comments - and then you just take them and don't provide feedback to us as to why it wasn't implemented. We don't know what your rationale was for not implementing suggestions that are made as you don't comment on that. We are owed that courtesy.

Q3

What is missing from the handbook?

Why can't we order paper and ink cartridges when so much curriculum is delivered electronically to me and then I need to get it printed. Some companies don't even allow you to buy a printed version. Why can't I use ESA funds to print things? Schools have printers. Could we at least be able to pay for printing at a print shop?

#86

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 12:04:08 PM
Last Modified: Wednesday, March 16, 2022 12:16:59 PM
Time Spent: 00:12:50
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Every specific subject has a section that mostly elaborates on the topic. The handbook needs to be more specific in all details and much easier to understand with- what to do and not to do.

Q2

What are your top concerns about the handbook?

Honestly, the CURRICULUM NEEDS TO RECOMMEND OR REQUIRE every single specific item/s that we are wanting to use. That is impossible. There is no curriculum that will specify all items that could be used, the would lose money and students that way. Every student learns different with individual needs. That is why there supplemental items to ENHANCE AND ENGAGE individual students. Please change the REQUIRE OR RECOMMEND stance on the handbook. That limits every students education.

Q3

What is missing from the handbook?

The supplemental items and educational materials will ENHANCE AND ENGAGE the students educational curriculum. Please change the CURRICULUM MUST REQUIRE OR RECOMMEND the items that we are wanting to purchase to enhance our students learning. Every student learns differently. Some visual, hands on, auditory, etc. Please do not take that away by only require or recommend.

Thank you!

#87

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 12:19:24 PM
Last Modified: Wednesday, March 16, 2022 12:25:48 PM
Time Spent: 00:06:24
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

List of educational materials and documentation that can be used.

Q2

What are your top concerns about the handbook?

The wording for supplemental materials is a joke. We all know this will be used as a way to deny everything. It needs to be reworded.

Q3

Respondent skipped this question

What is missing from the handbook?

#88

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 12:16:09 PM
Last Modified: Wednesday, March 16, 2022 12:29:49 PM
Time Spent: 00:13:40
IP Address:

Page 1

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2
What are your top concerns about the handbook?

It is nearly impossible to find curriculum that states specific items that would enhance the student's learning are required. Many times, even a learn to play guitar book assumes you have the necessary instrument, so it is not listed as a required material.

Q3 Respondent skipped this question

What is missing from the handbook?

#89

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 12:35:39 PM
Last Modified: Wednesday, March 16, 2022 12:41:16 PM
Time Spent: 00:05:37
IP Address:

Page 1

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2
What are your top concerns about the handbook?

The handbook does not clearly include the SBE rules and is needlessly restrictive when compared to statute. Things are added that are solely to make things harder on the parents and are not in line with what SBE has said for rules and with what [REDACTED] claims is [REDACTED] goal of "getting to yes." SBE rules clearly state that items that enrich or extend the study are allowed, yet the handbook (and ESA staff) state that items must be specifically stated as recommended or required by a curriculum. The handbook needs to clearly state the various departments involved and who to contact for what. We also need clear information on debit card purchases (which staff has repeatedly said can be used for vendors) and how the receipts will be reviewed and how we will know. The handbook also needs to be in Spanish.

Q3
What is missing from the handbook?

The handbook does not reflect a "way to say yes" and instead is needlessly restrictive.

#90

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 12:43:01 PM
Last Modified: Wednesday, March 16, 2022 12:47:56 PM
Time Spent: 00:04:54
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Clarification on exit vs nonrenewal of contracts.

Q2

What are your top concerns about the handbook?

The "required or recommended" rule for supplemental material is a big issue. Many subjects and curriculum do not state "require" or "recommend", but clearly you cannot learn certain things without the item or items they are learning about, such as a telescope for astronomy, kayaking without a kayak. Rational thinking is really required for this subject because while I agree that no child is going to learn how to use a smoker or freeze dryer (we all know parents are using those), but there are things that kids will need, and will help educate them in concepts learned in their curriculum.

Q3

What is missing from the handbook?

Nothing that I noticed.

#91

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 12:48:32 PM
Last Modified: Wednesday, March 16, 2022 12:52:36 PM
Time Spent: 00:04:04
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

We can use ESA money on my child's educational needs, OT/speech, and tutoring.

Q2

What are your top concerns about the handbook?

Disapproval of Lego. My [REDACTED] learns through Lego, and many hands on activities.

Q3

What is missing from the handbook?

Please put back Lego as an approved item. Thank you.

#92

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 12:57:27 PM
Last Modified: Wednesday, March 16, 2022 12:59:22 PM
Time Spent: 00:01:55
IP Address:

Page 1

Q1

Respondent skipped this question

What are the top things you like most about the handbook?

Q2

What are your top concerns about the handbook?

Ambiguous language that gives power to people in control that goes against the statutes in which ESA is supposed to follow. The statutes are the rules, the handbook should follow the statutes, not give more restrictions or not be clear in what's allowed or not allowed.

Q3

Respondent skipped this question

What is missing from the handbook?

#93

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 1:05:04 PM
Last Modified: Wednesday, March 16, 2022 1:06:59 PM
Time Spent: 00:01:55
IP Address:

Page 1

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2

What are your top concerns about the handbook?

I do not feel safe using this program if I'm not protected in making my purchases. If an item is approved for our child then it should be approved and that should be the end of it. It should not fall on the parent after the approval if someone is not fully trained. My child has [REDACTED] requires things other children do not. I have an extremely limited budget and the thought of having to pay back something I purchased for [REDACTED] using ESA stops me in my tracks. It's extremely unfortunate as I'm sure this was not the intention of the program. My child is the one paying the cost of this decision.

Also, since my child has a variety of special needs and has an IEP, the "required or recommend" part of the handbook is another road block. The school can't list every single item [REDACTED] needs. They have a vague description of [REDACTED] needs, and my job is to find what will work for [REDACTED]. To find the words required or recommend doesn't align with the part of the statute that says OR to Enhance or extend.

Q3

What is missing from the handbook?

The part of the statute that says OR to enhance or extend. That's a key factor when teaching special needs kiddos.

#94

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 1:12:19 PM
Last Modified: Wednesday, March 16, 2022 1:14:33 PM
Time Spent: 00:02:14
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

That it's more explicit on some things.

Q2

What are your top concerns about the handbook?

My biggest concern is the change in the definition of supplemental materials from "enhancing" the curriculum to "recommend or required." This needs to remain "enhancing."

Q3

What is missing from the handbook?

Items that enhance or support curriculum

#95

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 1:02:09 PM
Last Modified: Wednesday, March 16, 2022 1:15:50 PM
Time Spent: 00:13:40
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

1. Its clean and organized layout. 2. The detailed description of how to use ESA with medical insurance. 3. The very specific allowable items list and its inclusion of board games, globes, manipulatives, and coloring books. I have a [REDACTED] on the program so these items are important to [REDACTED] education, but not often understood to be allowed when I bring them to ESA staff.

Q2

What are your top concerns about the handbook?

1. Accessibility. It reads fairly well overall, but the credential categories aren't reading well with my assistive tech.
 2. Gym memberships are exciting, but why these and not other educational memberships? My [REDACTED] would learn a lot from a science center membership, for example, and it would be at least as educational as a gym membership would be.
 3. Not clear about the process for determining a therapy or therapist credential's approval if it's not on the lists in the handbook. The handbook states that its list is "not an exhaustive list" but doesn't cover what to do if your child's therapist or therapy is not listed. My kids qualified for ESA under the [REDACTED] is not listed here. Which is okay, but there's no guide to how to get one approved or whether their credential would be accepted.
-

Q3

What is missing from the handbook?

Mor info about appeals. I appealed a decision once, and I was told I could not appeal because there was a 30 day time limit on appeals. This was not in the old handbook nor is it in the new one. How can parents know rules that are NOT in the handbook?

#96

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 1:17:46 PM
Last Modified: Wednesday, March 16, 2022 1:25:08 PM
Time Spent: 00:07:21
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

User friendly.

Q2

What are your top concerns about the handbook?

There is a lack of SBE rules representation in the handbook.

Q3

What is missing from the handbook?

The lack of SBE rules representation in the handbook.

#97

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 1:17:11 PM
Last Modified: Wednesday, March 16, 2022 1:27:40 PM
Time Spent: 00:10:28
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Explanation of renewal/exit. Info about approved spending categories. Gym memberships.

Q2

What are your top concerns about the handbook?

It's almost the same as last year's. It doesn't explain how parents can protect themselves from having items approved and then determined disallowed and then asked to be paid back. It says that supplemental materials have to be "approved by the department," but doesn't say what criteria are used for this dept approval, who approves it, why somebody would disapprove, the background of the approvers, etc. I don't understand the process by which the department decides that curriculum would be approved or not approved. The approvals seem arbitrary, and this handbook doesn't clear that up.

Q3

What is missing from the handbook?

Any guidance on [REDACTED] services at all. Do we need their credential? Can I mail to them via CW if they are not a vender? Do I need to provide an IEP?

#98

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 1:12:51 PM
Last Modified: Wednesday, March 16, 2022 1:29:12 PM
Time Spent: 00:16:20
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Explanations of what credentials are acceptable.

Q2

What are your top concerns about the handbook?

There are a lot more disallowed items that have been added that do not align with statute.

“Approved by the Department” when it comes to curricula is a concern. What credentials does “the Department” have that allows them to make that decision? I have seen curriculum from the government and prominent universities be denied. How is that even possible?

Required or recommended is not in statute. Therefore, it should not be in the handbook. If I am purchasing a Learn How to Sew curriculum, it is reasonable to expect that a sewing machine is required. As long as there is mention of a sewing machine in the curriculum that should suffice.

Q3

What is missing from the handbook?

Accountability when “the Department” makes an error

#99

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 1:39:53 PM
Last Modified: Wednesday, March 16, 2022 1:44:12 PM
Time Spent: 00:04:18
IP Address:

Page 1

Q1

Respondent skipped this question

What are the top things you like most about the handbook?

Q2

What are your top concerns about the handbook?

That there are no parent protection regarding when it is purchased through CW or if you get a pre approval.. also when getting supplemental items curriculum should not have to have the words required or recommended. recommended by the definition means implied, suggested, listed, and so on.

Q3

What is missing from the handbook?

Parent protection when they have followed all of ESA rules.

#100

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 1:40:00 PM
Last Modified: Wednesday, March 16, 2022 1:47:17 PM
Time Spent: 00:07:16
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Gives parents a baseline to start with on information regarding the esa program.

Q2

What are your top concerns about the handbook?

Seems to change throughout the school year without notice. Does not mention pre approval process.

Q3

What is missing from the handbook?

Explicit information about what a pre approval is, how to submit a preapproval, when the pre approval is needed and why it is relevant to parents. Handbook needs to explain how refunds work and where the refunded funds end up. If parents are required to pay back funds, where do these repaid funds go? Encouragement for parents to use the funds for educational purposes, to be creative with educational funds and to inspire and cultivate lifelong learners using the esa funds.

#101

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 1:31:59 PM
Last Modified: Wednesday, March 16, 2022 1:48:37 PM
Time Spent: 00:16:37
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Honestly I'm so dissatisfied that the handbook has been completely changed again instead of focusing on clarifying already existing policies put in place the last few years Im just shocked

Q2

What are your top concerns about the handbook?

My main concern is this handbook seems to focus more on what you can't do with your child instead of what you can. I am very concerned that the people in charge of writing the handbook has absolutely no background in child education or special education so they may not value learning opportunities that are necessary for hands on learning.

I am also very concerned with these vague definitions that don't seem to have any answer. All of these vague definition seem to leave Esa available to reject anything at any time for any reason. I am also seen parents trying to appeal decisions and being told they are not allowed to appeal because they are appealing the procedure - not the action. I am also concerned that the handbook was supposed to be provided to parents quite a while before it was actually supplied to the parents. Esa had a deadline, they failed to meet it and in turn the parents suffer and are forced with less time to turn in comments. An extension should be provided for the parents to Have adequate time to review this extremely long handbook, while we are trying to educate special education children at home instead of Esa deliberately turning in the handbook late and cutting down on the time we have to respond.

I also wanna point out that the previous Esa staff example ██████ had a background and experience in special education... The entire last year she was in charge we spent many many hours working alongside Esa staff to create more opportunities in the handbook... I feel that the purpose of New management this year seems to be to eliminate parent input, eliminate parent communication with esa, Eliminate guidelines that make the program more assessable, eliminate most of the approved items on ADE website for ESA students that previous esa staff and parents spent countless hours to develop last year so that the esa department could have more time to be productive to parent approvals and requests, they've failed to add back most of the approvals they removed without cause or permission by ADE. And now looking at this handbook it seems the new management wants the take the program backwards in productivity and accessibility, make definitions less clarifying and communicative. I am deeply deeply concerned that this is a direct result of management having absolutely no experience in child background, no experience in educational background, no experience in special education background, and no experience in learning. Parents have never had an issue following guidelines set by Esa, the past audit on parents showed there were no miss spending issues on the part of the Esa parents. The issues arise in staff constantly changing rules and approvals midyear, or rescinding approvals after they were given. Is the point of the handbook to serve the children and provide learning opportunities or not?

Q3

What is missing from the handbook?

SBE procedures. Chain of command to escalate problems when parents feel higher chain of command needs to be involved. Timelines for requests, reimbursements, approvals - some parents are waiting a month before anyone responds. There should be a timeline for parents to be answered- Someone to hold accountability and contacts to dispute. We are told to contact supervisors in esa and then ignored. All departments in ADE have a chain of command and supervisors at district level to resolved issues that go unresolved.

#102

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 2:00:10 PM
Last Modified: Wednesday, March 16, 2022 2:05:58 PM
Time Spent: 00:05:47
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

N/A

Q2

What are your top concerns about the handbook?

I am an ESA parent that works full time and therefore scheduling the 2 feedback meetings in the middle of the day was not helpful. An evening option would have been appropriate. It would be helpful to see a compilation of the comments that were made at the meeting so that those of us that couldn't attend could indicate whether we agree or not. I feel like many of my comments were likely represented by at least one other person but you have no way to know how many of us feel the same way when they are not tallied in some way so we can indicate agreement.

The most egregious change is to make the curriculum say that a certain item is "required" as there are literally very few curricula that will do that. The "enhances" verbiage accounted for this obvious limitation and should be reinstated. The reason for curriculum not stating really specific items is because often public schools do not want curriculum that specifically states a certain item by brand name or specific details of the items required. For instance, if the PE teacher need a soccer net, there isn't a soccer curriculum saying that they need to use a certain soccer ball or net. And really the curriculum likely does not say "soccer ball" either as it is implied that you need a soccer ball to play soccer. This feels like just a way to make us not be able to use our funds to help our children.

The handbook needs to allow us to buy appropriate consumables like paper and ink cartridges so we can print items like worksheets for our children to use. The schools are allowed to do this so why can't those of us that educate at home? Logical consumables like pencils and paper and ink should be allowed just like they are at public school. And no, the curriculum is not going to say that you need paper in order to do the work. It is assumed that you need "paper" and you really need to hire employees with an educational background so they can look at our submissions and make logical decisions on what is approved.

Once an expenditure is approved by your staff, you can NOT go back and disallow it. That is not fair. If your staff can't understand the rules well enough to make an accurate determination, then it is unreasonable for the parents to do so. And if you make a mistake, then it should fall in our favor, not yours. Make the rules more clear so both your staff and the parents understand it, but allow the approval to stand once it was already made by your staff.

The approval database is not user friendly nor is it kept updated. Stop telling us to use it until that is fixed. And also we are told that you are backlogged with approval requests. You have funding to hire more employees so please do so. That is why you are given funding. Instead you keep asking parents to do your employees work like highlighting curriculum. We do and the employees don't take the time to notice it. Your employees are getting paid but the parents are not. Please train them.

I would like to know why Class Wallet is not required to issue a monthly statement to us so we can see a running total including where we are refunded when we return things. More than once the refund did not make it back to our account after I received an email saying that it was credited. Also why is Class Wallet using a personal American Express card on our orders to pay for items. I can see it when I place an order and then if I make a return, the return value doesn't show up back in my account unless I call Class Wallet and ask for it to be returned. I assume it is instead going to that personal American Express account. That seems very suspicious and most people don't have the time to check on it. Also why is Class Wallet making a profit on our taxes? We are made to pay the taxes out of our ESA account on our Amazon orders and then Class Wallet is not paying those same taxes to Amazon, therefore, they are collecting taxes themselves as profit which I think is illegal. If the business accounts do not pay taxes, then that savings should be passed along to our child not to Class Wallet

Q3

What is missing from the handbook?

N/A

#103

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 12:52:00 PM
Last Modified: Wednesday, March 16, 2022 2:07:02 PM
Time Spent: 01:15:02
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

I guess it's organized nicely? It's easy to find what you're looking for

Q2

What are your top concerns about the handbook?

I don't see any good reason why you guys should be allowed to ask us to pay you back when something has been approved. If something is under the category of miss spending or looks like it might be fraud, you guys need to be more careful on your end to not approve those things. In my opinion, once it's approved, you should have no right to give me a problem after that. If you approve x y or z and then ask me to pay it back, I won't be able to afford it, otherwise I wouldn't be using ESA funds for it. It's not allowed, It shouldn't be approved in the first place cause then we have the possibility of issues hanging over our head if we make a mistake. Also late and cancellation fees should absolutely be allowed! I have [REDACTED] plus with my [REDACTED] unexpected [REDACTED] and [REDACTED] we sometimes can't make it somewhere even though we try etc. we should be allowed to have that little bit of cushion.

Q3

What is missing from the handbook?

I don't know.

#104

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 2:06:59 PM
Last Modified: Wednesday, March 16, 2022 2:08:52 PM
Time Spent: 00:01:53
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

I appreciate the effort to include some previously excluded items.

Q2

What are your top concerns about the handbook?

Concerns:

- 1) There are no safe guards for parents/guardians who follow the protocols set by ESA, when using the ESA funds for their children.
 - a. The entire purpose of Class Wallet is that when a parent/guardian requests to use the funds, the request is first reviewed by an ESA Account Specialist who then gives the approval to spend the funds.
 - b. in the same way when a parent/guardian submits a Help Desk request to use the funds it is either approved or denied by an ESA Account Specialist regarding the purchase.These were to be a safe guard for parents/guardians regarding spending of the funds. BUT now that is not true, ESA is demonstrating that they are not to be held accountable for the decisions ESA/ESA Account Specialist made; Families and Children are taking the fall for it.
Many parents/guardians who are afraid to spend funds on their children even if they have a pre-approval for the item. Again, the children are the ones who lose in all of this.
The handbook NEEDS to provide a safeguard when an item is approved by an ESA/ESA Account Specialist, it is APPROVED!
- 2) ESA is now implementing that only a select type of curriculum will be accepted to approve a supplemental item, (ie, not from a manufacturer). In addition, the curriculum MUST say that item is recommended and or required, these words must be there. This is extremely limiting as *most* curriculum isn't going to use that language.
 - a. Curriculum is not required to have a list of recommended and or required section in it. Most curriculum will imply the need for an item, or even allude to it. It assumed that common sense is being employed. For example, if one is taking a photography class, one will *need* a camera.
 - b. There are many types of curriculum. What parameters is ESA using to select which curriculum will be allowed to use when requesting supplemental items?
 - c. With the vastness of the internet, there are so many advantages and one big one is that curriculum can be uploaded and does not need to be put into print. I have been told by an ESA Accounts Specialist, that if a curriculum is on the internet in a number of different forms, it will not be accepted.
 - d. In the past few months, supporting curriculum has been denied and has been unable to be used to request supplemental items. This goes against the whole idea of creating a learning environment tailored for our children, many of who are already struggling due to disabilities.
 - ii. These items were not being denied because they were not allowed, but because the curriculum did not fit in the "requirement" now set by ESA.
- 3) With regard to special needs preschool age children, it is very difficult getting items needed for them to succeed in the area of play. There are many studies done on the importance of preschool play and the development that is accredited to it. Here are few links showing the importance of preschool play;
 - a. It would be nice to have this area explored and expanded on so that we are able to buy supplemental items for our children for the purpose outlined in the links above.
 - b. and for our children who have a diagnoses that one or more of these areas are lacking.

The ESA program is an amazing opportunity for children with a wide variety of abilities and needs to be able to learn, grow, and thrive. I am concerned however that instead of assuming the best of parents, they are viewed with suspicion - like a sneaky child trying to get away with whatever they can. While there may be a rare, rogue case I promise you that the vast majority (99%) are seeking to educate their children in a way that will result in deep lasting ways. Please come alongside and help provide an amazing education that will result in preparing this next generation to thrive.

Q3

What is missing from the handbook?

Safeguards for parents, clear language, timeframes.

#105

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 1:49:47 PM
Last Modified: Wednesday, March 16, 2022 2:09:08 PM
Time Spent: 00:19:20
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

The organization: the table of contents and the two sections at the end with contact and quick reference. It flows well.

Q2

What are your top concerns about the handbook?

Pg. 7 states the handbook is updated in May of each year, significant changes every 3 years. This is not my experience, changes have been made throughout the year and not communicated well with parents.

Pg. 10 #5 I thought parents with an LLC could provide services, clarification on that.

Pg. 12 In regards to the definition of curriculum: many ESA recipients are special needs and do not work at a typical grade level. Also, most publishers do not list specific items as "required or recommended" as to keep the curriculum approachable and usable for many different situations. Curriculum definition should be allowed to "enrich or enhance" the curriculum. Common sense should be allowed in situations that item is implied such as a violin lesson book, it is implied that the student would need a violin however the lesson book doesn't specifically state one is needed.

Pg. 20 Educational Materials: Lego's should be included in this list. They are a self contained curriculum that supports STEM education. Many studies and research confirm this.

Pg. 21 paragraph 1: Strike "approved by the Department". Curriculum should be defined by the definition, not the Department. Under examples, Lego's should be moved to the approved without curriculum category as stated above, they are a stand alone curriculum supporting STEM education.

"Item is recommended or required" should include enhances or enriches as stated above publishers tend not to list specifics to broaden the use of the curriculum.

Of concern: does screen shooting the inside of curriculum violate copyright law?

Pg. 38-39 Animals (including invertebrates); does this include lab specimens, as they are required for high school Biology?

If Home Economics is allowed, kitchen supplies should be allowed.

If Gym Memberships are allowed, gym equipment & bicycles should be allowed.

If Swimming Lessons are allowed and Gym Memberships are allowed, pool passes should be allowed.

Why are magazines (non educational) not considered reading materials?

Q3

Respondent skipped this question

What is missing from the handbook?

#106

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 1:49:30 PM
Last Modified: Wednesday, March 16, 2022 2:09:19 PM
Time Spent: 00:19:48
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

I like that the handbook as a whole. I for one read it and feel like it's a very useful tool.

Q2

What are your top concerns about the handbook?

Trying to include the ability to go back after parents over misuse of funds. Isn't that the whole purpose of classWallet and ESA to approve our purchases? If you don't do your job you should get fired. I as parent count on my approvals to be just that an approval without penalty. Also I feel like some of the verbiage leaves some areas up to interpretation. Which sounds like ESA is trying to tell me what curriculum I should be purchasing and what they're requiring us to purchase.

Q3

What is missing from the handbook?

I think what's missing is a parents perspective. You only know one side on this coin and maybe there should be more involvement from a parent panel. Also making sure the requirements are true and accurate.

#107

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 12:01:13 PM
Last Modified: Wednesday, March 16, 2022 2:13:00 PM
Time Spent: 02:11:46
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Gym memberships are approved!!! Yay!!! Such a great PE avenue for our students.

Paypal, Square, and Venmo are all approved forms of payment with debit cards! Yay!

I like the footnotes that clarify which statute is being referenced. That is very helpful.

Q2

What are your top concerns about the handbook?

Page 6- #5 needs clarification ie if parents have a business that serve students yet are ESA parents.

Page 8-Curriculum: this needs to be revised. Approved by the department leaves way too much grey area. Different staff approve differently and consistency is often lacking. Also, when did the enhance or enrich aspect of supplemental vanish? Many curriculums do not state 100% of every item needed and is often assumed that yes, you need XYZ to accomplish these goals. Also, how kids learn is differently. If one item is listed as required it doesn't mean that it will work for every single student.

Page 16-Educational Camps-what about extra curricular camps? Those are very valuable as well as core subject camps. Also what about city camps? Those credentials are nearly impossible to get yet they are offered during summer, spring or fall breaks and would be a wonderful asset to ESA students educational goals. Manipulatives could very easy include many hands on learning for science, art, history etc...not just math. These would all be things that "enhance or enrich the curriculum" .

Page 17-Supplemental verbiage of required or recommended and approved by the department. PLEASE expound on this. This doesn't allow for flexibility of learning methods or grade level differences. A preschooler learns very differently than a 10th grader and one size does not fit all regarding approval or if lesson plans state what is exactly needed-that just doesn't happen. Also, who is "the department"? This being explained thoroughly while understanding the complexity of learning abilities in the program is quite necessary.

Supplies-how can art supplies be allowed for supplemental and not allowed all in the same section? Paper, pens, and markers are all art supplies.

Clearly demonstrates recommended or required, once again, needs to be clarified. That is largely up to interpretation of parents and students and the department may often disagree with the students learning goals and how those goals are achieved. I can clearly see a need for an item which the curriculum doesn't state but would help reinforce the topic for my student. Also, screenshots/photos/copies are PROHIBITED for many curriculums according to their copyright policies.

Page 18-STEM/STEAM computer hardware/tech devices not allowed...HOW??? It is year 2022 and most STEM/STEAM items use tech. Please clarify on this. Does this mean anything that is plugged in is disallowed? Robots, cubelets, leap frogs, kitchen appliances to help with home ec....the list goes on and on.

Page 19-online learning programs-can we submit a receipt and split it between 2 students rather than purchase the exact same thing twice? That is a waste of our students funds.

Page 20-Tuition/fees postsecondary school-what about a private online university?

Page 22-Eligible students-it would be helpful to state how to contact ESA to update category. List the email address it needs to be sent to.

Page 23-please highlight...no, just no. That is not a parent or educators job. Home educating our SPED students is more than a full time job as is. Making silly demands like this is more of a hinderance to our ability to teach.

Page 28-can't student without disabilities also attend CTEDs, JTEDs, Trade Schools, Community Colleges, and Vocational Schools??

Page 34-disallowed consumables, once again as on page 17, supplies-how can art supplies be allowed for supplemental and not allowed all in the same section? Paper, pens, and markers are all art supplies.

Not approved-live animals-what about life cycle studies? Caterpillars, chicks, etc?

Animals-even for dissecting purposes??

Appliances-how are we to teach home ec which is a critical skill if we don't have the machines to facilitate it?

Electronics-can't be a blanket disallowed. Osmo is an electronic that is clearly allowed.

Gym equipment-how are we supposed to teach PE skills if we can get those valuable equipment pieces? No yoga mats, weights, balls etc?!

Kitchen supplies-once again...home ec is a HUGE part of study for many grades with math, cooking, preserving, history lessons etc.

Page 35-play equipment? Even for preschoolers that have been proven to learn most effectively through play??

Warranties-wholeheartedly disagree. Kids break things. What a waste of our students funds to have to reorder things that could have been covered with a warranty.

Page 38-helpful tutorials really need to be updated to be specific for ESA. They are vague and more confusing than helpful for the purposes of ESA families.

Add they can also be reached via chat on the CW portal.

Page 39-please update this debit card section. It is very confusing of where the debit can and can't be used. Knowing 100% of the time which businesses are in the marketplace or a vendor is nearly impossible. It is not user friendly at all to navigate. Some places require the word The before it for example before you can find it in the vendor list. Also, when are these debit card transactions reviewed by the department? I haven't heard regarding any of them for the entire year. This needs to be stated and communicated clearly.

Credential required?? Not for all purchases...ie amazon doesn't have a credential.

Page 41-this rule needs to be revised regarding suspended debit cards after 10 days, many subscriptions or services bill at the end of the month yet their invoices are delayed many days.

Page 42-CW Terms and Conditions-CW is not the best program for user friendliness. One example, it is much easier to make Amazon purchases for things we know are approved (such as books) with the card and be able to get them with prime shipping, have access to tracking, and easier returns if needed. CW is a HUGE hassle for many things and the debit card is just plain easier for families.

Page 43-Prohibited Use-Target and Walmart both sale educational items. How is this means for suspension??? If someone tries to buy books there or a STEAM curriculum box, and the card won't run due to an MCC error-how are we supposed to know ahead of time that the MCC code doesn't work????? Before [REDACTED] I had NO IDEA what an MCC code was and I still have no idea how to know where it's approved or not.

Page 45-CW needs to offer families this same thing, We need to see a full accounting of ALL of our expenses through the platform. Currently we cannot. When things are returned or not shipped when cancelled by vendor we do not get our funds back unless we pursue it and fight to get the funds back. Also, the taxes aren't returned either...how is this legal??? How do we pay taxes to CW for our orders yet they don't pay them to the vendors???

What entails proof of payment for reimbursement?

Page 47-Suspension of ESA Account-I know I don't get all email communications from the department or ESA and no reason why some don't come through. If you're suspending an account, a certified mail letter needs to also be sent to ensure it is actually received.

Q3

What is missing from the handbook?

Having links to ESA Az specific tutorials for ClassWallet is definitely a need. The program is not easy to learn as a new ESA user as the tutorials are for the generic CW users-not home educators.

It would also be nice to see the chain of command of titles. Who do we escalate things to when necessary? How does the relationship between ESA and ADE work? Understanding who does what would be very helpful for new families.

#108

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 2:07:59 PM
Last Modified: Wednesday, March 16, 2022 2:17:20 PM
Time Spent: 00:09:20
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

?

Q2

What are your top concerns about the handbook?

It seems like this handbook allows ESA the ability to rescind prior approvals they've made, whether through ClassWallet, the help desk, or reimbursements. This is clearly against statue. Parents are not multi-million dollar companies who have the means to pay back funds in the event the ESA staff decides THEY make a mistake in approving an item. This needs to be removed from the handbook. Statue is above the handbook, so it could be fought, but it is incredibly unsettling to parents. Also, that is why ClassWallet was implemented. Why is that not the case now?

I understand that statue says an item must be required or recommended. But one could obviously understand that a piano is needed for a piano lesson book. (just one example....)

Not allowing an item from the manufacturer that makes it or the curriculum? What?

Q3

What is missing from the handbook?

Why does this handbook focus so much on what we CAN'T get for our child? Why isn't the focus more on what we CAN do for our children?

#109

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 2:14:14 PM
Last Modified: Wednesday, March 16, 2022 2:21:42 PM
Time Spent: 00:07:28
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

I like how gleefully ADE disregards SBE rules for ESA. The draft handbook was due to SBE March 1, and it was supposed to have had parent input before then. Plus, the handbook is *NOT* supposed to have substantial changes for 3 years except for adjusting for changes in statute, and that has been completely disregarded with this heavily revised draft. I like how ADE scoffs at SBE rules while maximizing how SBE rules can be interpreted to paint ESA parents in the worst possible light.

Q2

What are your top concerns about the handbook?

I don't understand showing proof of payment method for reimbursement. This is a new SBE rule. What is acceptable? What if I don't the the ~\$2500/month that my [REDACTED] student receives as their scholarship, and so the student's other parent pays for something? Can the funds still get reimbursed? What if someone else in the student's life helps to pay? What if I can't float \$2.5k/mo, yet the vendors that my student needs are not in Class Wallet? Is this equitable? Why doesn't the card work?

Q3

What is missing from the handbook?

What is needed for proof of payment for reimbursement? Can payments only be made by the ESA account holder? What should I do if I do not have enough money, and the vendor that my student needs is not willing to join ClassWallet, and the card doesn't work, but the expense is allowed? How can I use my student's ESA funds when my [REDACTED] student receives more funds than I can afford to pay out and then wait for reimbursement? How is this fair? How is this equitable? Also, what proof of payment is accepted?

#110

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 2:20:15 PM
Last Modified: Wednesday, March 16, 2022 2:23:48 PM
Time Spent: 00:03:33
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Hand books should be updated yearly

Q2

What are your top concerns about the handbook?

Special education students who have an IEP or MET should be allowed to purchase required items needed to fulfill the IEP. For example, a child who has Autism and needs access to a sensory room, should be allowed to use ESA funds to purchase sensory equipment, i.e. kinetic sand, play dough, swing , ect. Items can not always be specified in IEP since sensory rooms in the school districts are often upgraded.

Q3

What is missing from the handbook?

More care should be taken when considering special education; children with especial needs are being restricted by verbiage used in handbook and are essentially being denied a fair education required by IDEA

#111

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 2:22:18 PM
Last Modified: Wednesday, March 16, 2022 2:23:51 PM
Time Spent: 00:01:32
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Layout, text size, and length.

Q2

What are your top concerns about the handbook?

It does not include parent participation, does not acknowledge that ESA will be held accountable when not following statute, is confusing.

Q3

What is missing from the handbook?

Parent participation, parental feedback, disagrees with what statute says.

#112

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 2:23:35 PM
Last Modified: Wednesday, March 16, 2022 2:25:23 PM
Time Spent: 00:01:47
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

I don't like it.

Q2

What are your top concerns about the handbook?

Accountability and lack of employee training.

Q3

What is missing from the handbook?

Parent rights and say. No clear methods for consistency and again, no accountability verbage for employees or even a mention of training.

#113

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 2:18:16 PM
Last Modified: Wednesday, March 16, 2022 2:26:56 PM
Time Spent: 00:08:40
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

I like that there is a handbook.

Q2

What are your top concerns about the handbook?

I have concerns that students with IEPs quality for more than other kids. It should all be based on the individual child and what is allowed for one, should be allowed for another.

I'm concerned with the possibility of having to pay back approved purchases. I'm concerned at the amount of leg work parents are required to do to get approval for supplemental material (highlighting curriculum/owning certain curriculum). I'm concerned about the lack of items of the approved list. I'm concerned that the needs to electronics and consumables will not be met with sufficient funding for next school year. I'm concerned at the amount of time and leg work to get classes approved and paid for. I'm concerned that regular memberships aren't covered when there's plenty of educational value and special events that are covered from zoos and museums.

Q3

Respondent skipped this question

What is missing from the handbook?

#114

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 1:57:46 PM
Last Modified: Wednesday, March 16, 2022 2:33:42 PM
Time Spent: 00:35:55
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

I like the addition of being able to use our insurance in conjunction with ESA funds so we are able to use fewer ESA funds making their funding stretch farther.

Q2

What are your top concerns about the handbook?

I think some of the wording in the handbook is problematic, especially to students with disabilities. For instance, when curriculum is created for students it doesn't always list all materials needed so it can be adapted based off of the students needs. They write it thinking some items are common sense items needed to complete the lesson. I have one child with [REDACTED] and another with [REDACTED] so they have different needs and require different adaptations for learning. I thought the current wording regarding supplemental materials was the best wording and the new wording is discriminatory and problematic. My child with [REDACTED] is currently in [REDACTED] needs certain adaptations for [REDACTED] in home therapy. With the proposed wording in the handbook and recent denials, I'm very concerned about the possible disruption to [REDACTED] learning/therapies. To say an item must be required or recommended is discriminatory to those who require more assistance with learning and that's why I believe the current handbook wording is the most inclusive.

The part addressing life skills education was good, except for the fact that it states the department has final approval for life skills training and then provides a small list. I think it should have something similar to home ec and other in home life skills considering many students with disabilities struggle to learn these basic skills.

I also noticed kitchen supplies are not approved to be used with ESA funds, but I'm concerned with that listing because students in public schools have access to home ec and culinary courses. Another concern is the fact that that limits students from learning an extremely valuable life skill, especially for kids with disabilities.

Q3

What is missing from the handbook?

I would like to see books listed as a source of curriculum. I would also like to see parents protected against repayment after it has been approved through classwallet. I'm sure this doesn't need to be said, but I'll say it anyway, the recent events where parents were asked to repay funds puts added unnecessary stress on parents. I'm a parent of [REDACTED] and I spend a significant amount of time researching and learning areas of study so I can effectively teach it to my children. That is stressful enough without having to worry about y'all changing your mind later on and requesting funds paid back (funds that most families with [REDACTED] children do not have).

#115

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 2:36:55 PM
Last Modified: Wednesday, March 16, 2022 2:41:45 PM
Time Spent: 00:04:50
IP Address:

Q1

What are the top things you like most about the handbook?

Gardening supplies and garden bed approvals it provides outdoor outdoor activity

Q2

Respondent skipped this question

What are your top concerns about the handbook?

Q3

What is missing from the handbook?

Open Gym membership for students and pilot school hands on training

#116

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 2:52:44 PM
Last Modified: Wednesday, March 16, 2022 2:58:22 PM
Time Spent: 00:05:37
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

It gives me a better understanding of how to better help the program to run effectively and thoroughly

Q2

What are your top concerns about the handbook?

Legos should be considered a math manipulative and should not be required to have a curriculum. Also that supplemental items should not have to be under the requirement section of the curriculum.

Q3

Respondent skipped this question

What is missing from the handbook?

#117

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 2:40:50 PM
Last Modified: Wednesday, March 16, 2022 2:59:17 PM
Time Spent: 00:18:27
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Finding out how to get in contact with people.
 Having a list of what is and isn't allowed.

Q2

What are your top concerns about the handbook?

Well first, the initial welcoming letter you've made obviously less welcome. Working together to help tailor education to meet the unique need of all students obviously is no longer your priority. We see this in how you treat us and constant denials- now you've secured it in text.

Legos really should be considered manipulatives. They are a form of puzzle and fall into the spatial category of math. Not to mention widely accepted as STEM.

Supplemental materials "supplement". By removing enhance you are putting a ridiculous burden on parents and giving you a green light to deny everything because it's specifically not listed as required. You have obviously never written a lesson plan or followed a curriculum. Some things are common sense. For instance a how to play a trumpet curriculum needs a trumpet. Yet denied due to lack of common sense. You betray the spirit of the law with your lack of education experience. Supplemental items simply add to the scope and sequence of what you're teaching. Ask a teacher if you need help with this one. But shame on you for trying to make this harder than it needs be!

There needs to be protections in place for parents who place orders through the cw or obtain preapprovals! No take backs and no approving for one child and not another. That is NOT RIGHT.

Lastly, no highlighting! Denying purchases because they didn't highlight- that's petty. Do your job! ESA is set to expand this legislative session and you are sorely unprepared.

Q3

What is missing from the handbook?

What can be done when time lines aren't followed, when denials are given even WITH all the required information? What can be done when YOU don't follow your own rules or when you use those rules mean spirited in an effort to punish parents and students and deliberately deny orders that will benefit students? I'm extremely alarmed that this program is not being carried out in good faith.

#118

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 2:54:53 PM
Last Modified: Wednesday, March 16, 2022 3:00:06 PM
Time Spent: 00:05:12
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Can't think of anything I like about it. It's really negative toward ESA parents and our children, so it's hard to like it.

Q2

What are your top concerns about the handbook?

Why is ADE more concerned with the profits of Class Wallet than the educational opportunities of Arizona students? How tight are ADE employees with Class Wallet? How much are ADE employees receiving from Class Wallet for their "free" service? Just wondering.

Q3

What is missing from the handbook?

Educational options for Arizona ESA students, including low-income families. Why is ADE opposed to equity of access? Why doesn't ADE support the use of the Class Wallet card for all allowed expenses?

#119

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 2:51:30 PM
Last Modified: Wednesday, March 16, 2022 3:01:35 PM
Time Spent: 00:10:04
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

That it provides an in depth overview of how to use the program for parents.

Q2

What are your top concerns about the handbook?

1) Legos should be classified as either manipulative- because they are a math manipulative. Or as their own curriculum. Just as an art set or cookbook, they come with a book of instructions on how to create something. These manipulatives are highly beneficial to a child's learning and brain development and should be available as either curriculum or educational materials

2) Supplemental items should be anything that enhances a child's learning of that curriculum. These items would not necessarily be in a recommended list in the curriculum, because they are specific to my child and their learning. This program is for people to tailor education to their child's individual and unique needs and learning styles. Curriculums are not made for individual people, so they would not list items a parent knows would benefit their child. If the supplemental items supports that curriculum in some way and enhances it, it should be allowed.

Q3

What is missing from the handbook?

No

#120

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 3:00:35 PM
Last Modified: Wednesday, March 16, 2022 3:02:29 PM
Time Spent: 00:01:53
IP Address:

Page 1

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2

What are your top concerns about the handbook?

Why is ADE disregarding SBE rules for ESA? The handbook is not supposed to have substantial changes for three years except for adjusting changes in statute. That has been completely disregarded with this heavily revised draft.

Also, my biggest concern is the change in definition of supplemental materials from "enhancing" the curriculum to "recommend or required." This could drastically limit the education that my child can receive.

Q3 Respondent skipped this question

What is missing from the handbook?

#121

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 3:10:39 PM
Last Modified: Wednesday, March 16, 2022 3:13:11 PM
Time Spent: 00:02:31
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Outline

Q2

What are your top concerns about the handbook?

My main concern is that parents rely on staff to approve or reject what is purchased . If something has been approved then it shouldn't be parents responsibility to pay back . Only if they bought without approval .

Q3

What is missing from the handbook?

My main concern is that parents rely on staff to approve or reject what is purchased . If something has been approved then it shouldn't be parents responsibility to pay back . Only if they bought without approval . Parents need to feel same that if something is approved that they won't have to pay it back . Parents are nervous to use their ESA funds for this reason . I always make sure to get everything approved before purchasing but not I feel that this isn't protection enough

#122

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 2:48:51 PM
Last Modified: Wednesday, March 16, 2022 3:14:18 PM
Time Spent: 00:25:26
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

I appreciate the change in allowance for physical education.

Q2

What are your top concerns about the handbook?

The verbiage of "required or recommended" for supplemental curriculum and associated goods. There are many curriculums that don't use these exact words, many say; "items needed: or a list of the "supplies needed" and the ESA staff will not approve anything now unless it has thoes exact words even if its a perfectly legitimate curriculum. Some of them are curriculums that can't be used without these items. It seems that

ESA is drastically limiting our children's ability to learn in there own learning style, many of the kids on ESA have special needs, and these are the children that are hurting the most because of this. It seems to be an outright attack on children with disabilities who are not able to learn without supplemental curriculum or associated goods.

Q3

What is missing from the handbook?

In all honesty I believe there should an allowance for consumables just like the schools have funding for them as well.

#123

COMPLETE

Collector:	Web Link 1 (Web Link)
Started:	Wednesday, March 16, 2022 3:14:07 PM
Last Modified:	Wednesday, March 16, 2022 3:17:22 PM
Time Spent:	00:03:14
IP Address:	

Page 1

Q1

What are the top things you like most about the handbook?

I liked the expanded list of supplemental items, the educational materials list, the ability to get a gym membership for a student, and the listed 3 to 5 business days for help desk requests to be addressed,

Q2

What are your top concerns about the handbook?

I do not understand why the handbook specifically lists a slew of things as disallowed that are not disallowed in statute. From my understanding the statute specifically disallows the following;

(a) Computer hardware or other technological devices, except as otherwise allowed under paragraph 4, subdivision (c) of this subsection.

(b) Transportation of the pupil.

(c) Consumable educational supplies, including paper, pens or markers.

Many items on the disallowed list have educational value when paired with proper curriculum. I'm not advocating that these items should be allowed without documentation but rather that they should be allowed when being utilized with curriculum. Many of the items on the list are found in schools and/or utilized as part of public education; bicycles, gym equipment, magazines(as the [REDACTED] can tell you reading material is reading material), pools, play equipment, field trip fees (especially to museums, zoos, art exhibits, nature programs, national parks, state parks, cave tours, aquariums, event tickets, etc.)

Printing and binding should be an allowed expense because there are many curriculums such as one I utilize (Blossom and Root) that only come in a digital format and must be printed. The printing costs are more cost prohibitive than the curriculum itself.

I am frustrated that the words recommended or required are being so blatantly pushed to a degree that is often impossible to achieve. Curriculum or classes with supply lists are not being considered enough because exact brands or specific items aren't specified. The SBE definition; "Supplemental material means relevant materials directly related to the course of study for which they are being used to introduce content and instructional strategies or that enhance, complement, enrich, extend or support the curriculum" was very useful. For example, last year we studied farms. I was able to get a root view planter without it being specified in curriculum as a supplement to our farm curriculum. We were discussing crops and what parts of plants are edible and the planter allowed my [REDACTED] to see carrots, onions, and radishes, grow underground. I am also frustrated with the "approved by the department". This seems an obvious step but in the last year we've seen the department jump all over the map with what they are approving and not approving, changing things previously approved without communication. It makes it difficult to have confidence in the department's ability to be consistent and just in their approvals. Having it underscored brings me unease.

On page 8 under confidentiality, I'd like to see lawmakers, lobbyists, special interest organizations, news outlets added to the list of people our information will specifically not be given to. The data breeches in the past have been hugely detrimental to families and some of these were the sources.

Q3

What is missing from the handbook?

I would like to see a process added for by which communications are required if families are given a pre-approval that becomes invalid or if changes are made to the online approval database by removing items or reclassifying them.

I would like to see a process specified for how and when items should be added and updated in the online database of approved items.

I would also like to see protection for families against the department if mistakes are made at the department in approvals. Families should never be held liable if the department makes a mistake in approvals. Parents have done their due diligence by getting approvals and submitting required materials. If something is found to be wrong it should spur retraining, not requests for repayments.

I would also like to see the Parent Advisory Council addressed with rules that more closely resemble an actual stakeholder board. The PAC has been decimated this year. The last meeting was held without notice to all stakeholders or our ability to attend. We need an active voice in the program.

#124

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 3:11:00 PM
Last Modified: Wednesday, March 16, 2022 3:24:45 PM
Time Spent: 00:13:45
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

More references to state law

Q2

What are your top concerns about the handbook?

Pg 18--disallowing "Technological devices" is over-broad. Scissors and magnifying glasses are both technological devices. More specificity regarding the specific STEAM items disallowed should be offered.

Pg 45-- requiring proof OF METHOD of payment. Why isn't proof of payment sufficient, and how would one prove a cash payment, for example? If a vendor or service provider issues a receipt or paid invoice, what is the necessity of showing how it was paid?

Q3

What is missing from the handbook?

The ability to purchase items that "enhance or support" a curriculum should be restored. Public school teachers often do supplementary activities not necessarily indicated by an official curriculum. Activities, projects and products that support the theme and objectives of a given curriculum should be eligible for purchase even if not specified directly.

Further guidance is needed regarding items that were pre-approved and subsequently ruled ineligible. If a parent submits appropriate documentation, receives approval, and purchases an item in good faith, believing that the approval is in line with state law and that the ESA agent who authorized it was doing his/her job correctly, who is responsible and in what manner are they held responsible if a higher authority later determines that the purchase should have been ineligible?

#125

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 3:09:18 PM
Last Modified: Wednesday, March 16, 2022 3:25:13 PM
Time Spent: 00:15:54
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Listening to the parents/ contract holder's about adding more supplemental items and educational items being allowed to enrich their students education.

Q2

What are your top concerns about the handbook?

- The contract holder's getting pre- approvals, then you're turning around saying it's disallowed spending and parents need to pay back for purchases.

- The curriculum must include items that are REQUIRED or RECOMMENDED in order to purchase using thus curriculum/ lesson plans/ teacher guides. What happened to the ENHANCE and ENRICH students educational learning? We need to bring back that definition. It's absurd that the curriculum will conclude the entirety of what items may be supplemental.

- Purchases/ orders shouldn't be rejected due to not being highlighted. It does help you if we highlight, but shouldn't be a automatic rejection.

- The lack of communication from ESA to parents/contract holder's pertaining to anything with the handbook, rule changes, etc. We absolutely want to hear from you about everything pertaining to our students education/contracts.

- LEGOS need to be categorized as manipulatives. LEGOS are highly educational and may be used for each subject! Math, language, grammar, science, writing, etc. ALL students will learn and be that much more engaged while using LEGOS to enhance their education!

Q3

What is missing from the handbook?

- The contract holder's getting pre- approvals, then you're turning around saying it's disallowed spending and parents need to pay back for purchases.
 - The curriculum must include items that are REQUIRED or RECOMMENDED in order to purchase using thus curriculum/ lesson plans/ teacher guides. What happened to the ENHANCE and ENRICH students educational learning? We need to bring back that definition. It's absurd that the curriculum will conclude the entirety of what items may be supplemental.
 - Purchases/ orders shouldn't be rejected due to not being highlighted. It does help you if we highlight, but shouldn't be a automatic rejection.
 - The lack of communication from ESA to parents/contract holder's pertaining to anything with the handbook, rule changes, etc. We absolutely want to hear from you about everything pertaining to our students education/contracts.
 - LEGOS need to be categorized as manipulatives. LEGOS are highly educational and may be used for each subject! Math, language, grammar, science, writing, etc. ALL students will learn and be that much more engaged while using LEGOS to enhance their education!
-

#126

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 2:55:10 PM
Last Modified: Wednesday, March 16, 2022 3:27:02 PM
Time Spent: 00:31:52
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

I like that gym memberships are allowed but dont understand what changed to allow them. Why was this disallowed for years and why is it allowed now? It's concerning that someone just decided to wave a wand and change this and it's concerning the fairy esa godmother can take it back at midnight (or next year,or mid year)

Q2

What are your top concerns about the handbook?

This draft is very negative in tone. I dont find it empowering. It should be a roadmap of how to access the program not a 3rd set of rules.

Its also concerning how HEAVILY revised thus draft is. Why is the ESA department taking so many liberties to misinterpret statute and SBE rules? The draft handbook was due to SBE March 1, and it was supposed to have had parent input before then. The handbook is NOT supposed to have substantial changes for 3 years unless adjusting for changes in statute, and that has been completely disregarded with this heavily revised draft.

The handbook has been heavily revised by staff with no educational background or expertise. The handbook had previously been revised with parent input along with a [REDACTED] who did have educational expertise.

Q3

What is missing from the handbook?

Empowering language
Equitable solutions
Definitions from statute & rules (not esa interpretation)
Appeal instructions and process

#127

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 2:53:58 PM
Last Modified: Wednesday, March 16, 2022 3:27:27 PM
Time Spent: 00:33:29
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

I like that it's not over 100 pages

Q2

What are your top concerns about the handbook?

this list of disallowed items is concerning, because it seems that you're trying to box in my children's education. I understand the concern about not wanting people to take advantage of the program, but we're already limited to less than public school children have available to them in many areas (consumables, electronics, internet etc) and we're further being inhibited by these extra disallowed items. For example, there seems to be more strict regulations about what P.E. equipment and access are allowed (no climbing equipment, gym equipment etc) Why are these disallowed? Our family doesn't need climbing equipment, and I get that it could be considered a "toy" but what do children do with that toy? They exercise through their play on it - which is the point of it entirely! Public schools are provided with climbing equipment for their students. It's all PE and encourages children to move which is better for their health in every way. Gym equipment is something we were looking to purchase in the next few years because my [REDACTED] are getting older and are becoming more competitive in their sport and gym equipment would greatly help them in their training. Public schools have access to weight rooms. What bad could come from students training on gym equipment at home? How is that NOT PE and part of their education?

Museum and zoo memberships are nothing but educational opportunities even without a specified curriculum. I don't understand why these items aren't allowed. They're fantastic opportunities for children to explore their interests and learn organically without being bogged down by specific requirements listed in a curriculum. Why must we mandate what they learn when they're perfectly capable of learning through interest-led interactions. If my [REDACTED] is interested in science and wants to go to the science museum regularly, I have to scour the internet to find a curriculum where a science museum membership is listed as required to have access to this amazing resource. What harm would it do to have access to a museum (which are specifically created for enrichment and learning opportunities) just because my [REDACTED] want to go there?

Pool passes too, in my opinion, fall in this category. Yes, playing in the pool would be a part of it, but it's also a fantastic way for children to exercise and socialize. It seems that anything that could possibly be used a play is disallowed. Children learn through play and these funds are supposed to help provide them access to a quality, well-rounded, education. I understand that there is a very valid concern about misusing funds, and it's unfortunate that some may choose to do so, but the vast majority of us, if not all of us, just want our children to learn and grow in healthy ways.

A strong concern I have is that definitions of the terms and words listed in the handbook are subject to seemingly VERY subjective opinions of ESA employees. The same things are accepted by some and rejected by others. This is confusing and unfortunate.

Q3

What is missing from the handbook?

Some of the requirements seem to me to be jumping through hoops and disregard common sense. For example, our order for photography curriculum and a camera was rejected several times because I didn't include a picture of the curriculum (which wasn't in my possession and included in the order) that stated that a camera was necessary. Not to be sarcastic, but isn't it obvious and logical that a camera would be required to participate in a photography curriculum? Things like this seem somewhat asinine. Human beings are accepting and rejecting these orders, not computers, so it stands to reason that they're capable of using their intelligence to understand obvious materials that would be needed to participate in the curriculum. I understand that there needs to be order and structure, but some of the loop holes we parents have to go through seem over-the-top ridiculous and a waste of time on our part and the ESA employees' part. Overly complex and restrictive regulations and processes to assuage people with nefarious intentions towards this wonderful program seem excessive and somewhat insulting to the intelligence of all parties involved.

p.s. Thank you for providing this opportunity for us to submit feedback!!!

#128

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 3:24:42 PM
Last Modified: Wednesday, March 16, 2022 3:30:01 PM
Time Spent: 00:05:18
IP Address:

Page 1

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2

What are your top concerns about the handbook?

Regarding the prohibited use for debit cards. It says debit cards will be suspended for attempted purchases at restricted merchants. This needs to be further clarified so that there is not a penalty/automatic account suspension for an approved purchase that is declined due to MCC codes. There is no way to know ahead of time what MCC code vendors use. There have been approved purchases for vendors and then the card is declined due to the vendor's MCC code. It is unfair to suspend a card for this, when it is not an attempt at a restricted merchant.

Q3 Respondent skipped this question

What is missing from the handbook?

#129

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 3:39:06 PM
Last Modified: Wednesday, March 16, 2022 3:44:48 PM
Time Spent: 00:05:42
IP Address:

Page 1

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2

What are your top concerns about the handbook?

I feel discouraged. I feel that it doesn't even matter what is in the handbook because the ESA Department doesn't follow it. If it were followed, there wouldn't be radical changes to how approvals are determined mid-year. Unfortunately, this year, everything keeps changing from month to month. There is nothing that a parent can rely upon when making purchases. The handbook isn't followed, items disappear from the allowable items spreadsheet without notice to parents, preapprovals are rescinded, and approved orders are rejected after the fact. I feel like I can't spend a single dollar because the department is so fickle. Its honestly devastating and paralyzing my child's education. I'm so sad that the department has hired an incompetent [REDACTED]

Q3

What is missing from the handbook?

Respect

#130

COMPLETE

Collector:	Web Link 1 (Web Link)
Started:	Wednesday, March 16, 2022 3:40:17 PM
Last Modified:	Wednesday, March 16, 2022 3:45:30 PM
Time Spent:	00:05:13
IP Address:	

Page 1

Q1

What are the top things you like most about the handbook?

The fact that there is one.

Q2

What are your top concerns about the handbook?

Regardless of what it says, it can and will change at random. Despite what my [REDACTED] learning needs may require, I'm still expected to try and follow cookie cutter rules that do not address what is in their best interests for education.

Q3

What is missing from the handbook?

Current parent input.

Plain English explanations and simple format.

Accountability of ESA.

#131

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 3:43:23 PM
Last Modified: Wednesday, March 16, 2022 3:46:48 PM
Time Spent: 00:03:25
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

I feel I was not given appropriate and adequate time, being given only 11 days to give feedback. I feel this deadline for feedback should be extended

Q2

What are your top concerns about the handbook?

I feel I was not given appropriate and adequate time, being given only 11 days to give feedback. I feel this deadline for feedback should be extended

Define climbing equipment that is disallowed
Is sport of climbing gear with curriculum allowed

Warranties and protection plans are unapproved yet its ADE responsibility to ensure that items are functional so wouldn't it be best utilized to allow for warranty or protection plan

Page 3 of draft: Please explain why in a side by side comparison Handbook changed substantially and it is not the 3rd year of changes. An example being the disallowed items list went from 11 items, to 67 items. I consider this a substantial change.

Current handbook has 66 pages total while draft has 61 pages, again a substantial change given all the new legislation added in.

according to handbook updates on page 3 ADE was supposed to have parent Input prior to Mar 1 when handbook would be presented to SBE yet I did not receive an email until March 7 to give input. I feel this was rushed and not enough parents have been able to give appropriate feedback regarding handbook

If an item on the disallowed list is required for a course and is bundled with course fees is that item allowed?

Q3

What is missing from the handbook?

Appropriate time for parent Input as required by law.

I feel I was not given appropriate and adequate time, being given only 11 days to give feedback. I feel this deadline for feedback should be extended.

#132

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 3:24:53 PM
Last Modified: Wednesday, March 16, 2022 3:50:49 PM
Time Spent: 00:25:56
IP Address:

Page 1

Q1

Respondent skipped this question

What are the top things you like most about the handbook?

Q2

What are your top concerns about the handbook?

That ESA employees will not allow words like Supply List, Materials, Items Needed, Equipment and only allow the words recommended or required that are in the handbook. There needs to be room for interpretation.

Q3

Respondent skipped this question

What is missing from the handbook?

#133

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 3:31:22 PM
Last Modified: Wednesday, March 16, 2022 3:50:56 PM
Time Spent: 00:19:34
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

I like the gym memberships are now allowed. This may help my [redacted] build [redacted] upper body strength.

Q2

What are your top concerns about the handbook?

I am bothered by the fact that only educational DAD'S are allowed. Streaming videos are the standard now. My [redacted] missed out on about 1/3 of [redacted] any program this year because the recommended videos were only available for purchase in a streaming format.

I am also concerned with the words "required" and "recommended" for supplemental items. Many homeschool curricula creators don't use that wording. It limits our ability to purchase items that are commonly found in public schools.

Many of the disallowed items listed in the handbook are things that our kids would have access to in public school. ESA students are already blocked from the technology that public school students have access to, please stop hindering their educational opportunities even more. We choose to school at home because [redacted] is not able to learn in a traditional classroom. [redacted] needs activity, movement, and alternative methods to learn and overcome [redacted] That doesn't mean that [redacted] should be denied access to the same educational items public school students use.

Q3

What is missing from the handbook?

Clarification of allowed items. Instructions on submitting screenshots of curriculum to classwallet when there is no way to add them in the program.

#134

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 3:27:03 PM
Last Modified: Wednesday, March 16, 2022 3:58:07 PM
Time Spent: 00:31:04
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Additional clarification of what's allowed and what's not. There are definitely places that are more clear.

Q2

What are your top concerns about the handbook?

p 3 - How to Get Assistance - what do we do if we email the helpdesk but don't get a response? What is considered a "timely" response? How long should we wait before trying again or escalating, and how do we do that?

p 6: what is considered a family member? Immediate family living in the household seems obvious, but son-in-law? Cousin? 2nd cousin once removed? Step-sister-in-law?

P 6 #7: what are enrollment fees? Is this just a small registration fee, or is this being able to pay for next school year's tuition?

P 8 Svcs provided by a public school: "approved classes" - does that mean that we can't take any class at a public school and must get pre-approval for it? What sorts of classes would not be approved for ESA students but would be approved for public school students?

P 17 the definition of Supplemental Materials ignores the 2nd half of the SBE Rule definition "14. "Supplemental materials" referenced in A.R.S. § 15-2401(2), means relevant materials directly related to the course of study for which they are being used that introduce content and instructional strategies or that enhance, complement, enrich, extend or support the curriculum"

Enhance, complement, enrich, extend, or support the curriculum.

P 34: Animals (live) and animals (including invertebrates) -- what's the difference here?

Bicycles - why not?

Food -- does this include food in a cooking subscription box?

Gymnastics fees -- my [REDACTED] is in gymnastics. What fees are not covered?

Kitchen supplies -- not even with curriculum? Home ec is not only a common public school class, but it's an absolutely required life skill for many of our kids, esp. those on the [REDACTED] [REDACTED]. it's also a very hands on way learn many math and science concepts for our kids who really struggle.

Magazines (non educational) - how are any magazines not educational? Even tween gossip rags encourage our kids to read, and so many of our kids struggle with that. Just as all books are allowed (including comic books) so should all magazines be allowed

Museum & zoo passes -- same as above. How is any museum or zoo trip not educational? Museums especially.

Obligation fees - I have no idea what this is

Printing and binding (copy services) - why not? Many homeschool curricula these days are sold only as digital curriculum intended to be printed, but printing is an extra financial burden.

Sports camps - if the kids are learning the sports skill, why is this not allowed? I understand overnight camps with room and board, but a spring break gymnastics camp where half or full day is spent learning gymnastics skills should be covered.

P 41: It says if the Acct holder failst to submit outstanding rcpts by deadline, the dept is required to suspend the debit card. The acct holder has 10 days to submit any outstanding receipts and if s/he doesn't, the dept will suspend the debit card.

Is the card suspended before notification or after notification? This says both. Is there a way to get it unsususpended in the in-between

time? Is the suspension immediate on the 1st day of the month following the quarter end? (Apr 1) even if a charge hits on March 30?

P 45: invoice reimbursements #6 - proof of payment - do we need to send a credit card statement or bank statement? What constitutes proof of payment? Is it just a receipt that's marked paid, or does it need to have the last 4 of the card number/check number, or..?

P 47 Dept will notify the account holder via email for suspension -- this is not good practice. So many emails go to Spam, and Gmail along with other email svc providers will often block messages before they even get to Spam. Official correspondence shouldn't be relied on delivery by a tech conglomeration. Also, not everyone on ESA has consistent access to the internet, and internet is not a charge that ESA covers.

Q3 Respondent skipped this question

What is missing from the handbook?

#135

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 3:55:34 PM
Last Modified: Wednesday, March 16, 2022 3:59:40 PM
Time Spent: 00:04:06
IP Address:

Page 1

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2
What are your top concerns about the handbook?

My concern is that the handbook seems to create new rules and restrictions that are out of line with statute and the purpose of the program, becoming a hindrance to the educational needs of the students.

Q3
What is missing from the handbook?

Simple, clear and logical procedures that don't make it a part time job for the parent making purchases.

#136

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 3:03:42 PM
Last Modified: Wednesday, March 16, 2022 4:03:32 PM
Time Spent: 00:59:49
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

I like that credentials needed for specific subjects are clearly listed and easy to find. I also like the educational list and examples of extracurricular activities included.

Q2

What are your top concerns about the handbook?

It states debit card can't be used at vendors not already in class wallet but this makes it hard to make the best use of the students funds. I think we should have the ability to use it at places like Amazon and Lakeshore for example. Amazon often has short term deals that we can't wait for approval but know it would be an approved item such as books. Amazon often has coupons you can click to add to your order which won't work with the Classwallet business account which needlessly wastes the students educational money. In the example of a buy two books get one free while the discount comes off after the order is processed but Classwallet is not good about giving the funds back. I had one time where I got difference only after requesting it from classwallet. Another time after two emails the difference in cost due to the sale was never returned to the students account and Classwallet kept those funds. With Lakeshore you can get free shipping with codes or other discounts if we use the debit card. If we go through class wallet the shipping is high and no discounts apply so again, we are wasting money that could be used towards other educational needs.

I see event tickets has been added to the disallowed list. I'm not sure if that includes all events but there are often things beyond museums and zoos that are very educational that go along with our curriculum. My children had the opportunity to attend the Immersive Van Gogh Exhibition last year thanks to ESA. It was a great way to compliment our studies of some the Master's of Art and more intensive study into his life and work. Having that experience really brought things together for them. They got to see replicas in his handwriting of all the letters he wrote his brother, more of on his life, and then getting to be surrounded by his art. It brought to life what they had been taught and helped them connect what they had learned prior books, creating their own art and documentaries.

I wish the supplemental materials didn't seem more restrictive with only allowing required or recommended. I understand wanting to be sure the items go along with what we are learning but often curriculum will not give a required or recommended list. Especially if it is something we have pieced together to from many sources to create our own curriculum. Many great items aren't required but help with the hands-on learning. When we did a unit on sharks, we were able to get a 4d shark anatomy model which helped them to see what they were learning about in the books and about the parts of the shark. Having that tactile item aided in their learning. While not required it surely enhanced their learning. The restrictive wording could hurt students for example a child taking learning music or other skills. My [REDACTED] started taking flute lesson through an ESA vendor and we bought a flute book through Amazon and we were able to get [REDACTED] a flute last year. With the new rules while the lesson book does not state a flute is required or an exact one it is implied with the book and lessons one would need a flute to learn the instrument.

Q3

Respondent skipped this question

What is missing from the handbook?

#137

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 4:02:48 PM
Last Modified: Wednesday, March 16, 2022 4:06:30 PM
Time Spent: 00:03:42
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

I don't like that this was changed again changing verbatim that took forever to get

Q2

What are your top concerns about the handbook?

There is many vague definitions and statements that leave too much Wiggle room for ESA to limit parents more then empower them.

Q3

What is missing from the handbook?

Items previously approved and in writing that if the dept approves an item they should not be able to go back and forth or even keep changing the handbook

#138

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 3:52:34 PM
Last Modified: Wednesday, March 16, 2022 4:11:31 PM
Time Spent: 00:18:57
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

How easy it is to see what qualifications tutors need.

Q2

What are your top concerns about the handbook?

what discretion is used when determining if something is an "educational material-manipulative" vs a "supplement requiring curriculum-toy" the employees really need to be on the same page with this stuff because I've had very similar items of educational materials approved and also denied saying they need curriculum even though they were submitted appropriately as educational items. Also some things that would be considered consumables are the foundation of developmental preschool and it seems ridiculous that I need a note from [REDACTED] saying [REDACTED] needs sensory items (construction paper, paints, doughs, stickers) when this is just common sense that this stuff is for preschoolers. Also we use things like Pom Pom balls for sensory and transfer work, the items aren't being used for arts and crafts but could be considered consumable. Luckily my [REDACTED] curriculum I ordered this year has a section on sensory sand so I should be able to get it approved, but since it is just a section in the curriculum book and not something actually saying "buy this:" with a list attached for ESA I'm not even sure how it will work.

Q3

What is missing from the handbook?

Sending in pages of curriculum directly violates the terms agreed on when purchasing the curriculum, with almost every curriculum or worksheet/lesson set I've purchased I have also agreed not to share it with anyone. Furthermore, most materials are implied and not actually listed like you want which requires unnecessary time buying and returning curriculum just to please ESA, not actually to any benefit of our children by getting the quality curriculum we want. I also think a laptop, tablet or chrome book should be permitted for each student every year if they want/need it for learning. When we withdrew from public school we had to return The chrome books and it is a struggle for my [REDACTED] ESA students to share one broken tablet and our family laptop. A technology device like this is required for the learning apps they do but it is not an allowed expense. Lastly, I feel like allowing family memberships for siblings to be more cost effective should be considered. It's much more expensive to pay for [REDACTED] individual tickets or [REDACTED] online memberships than just buy a family membership which seems like a waste of funds.

#139

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 4:09:04 PM
Last Modified: Wednesday, March 16, 2022 4:12:51 PM
Time Spent: 00:03:47
IP Address:

Q1

What are the top things you like most about the handbook?

The portions that are extremely clear on how parents can navigate the system in good faith.

Q2

What are your top concerns about the handbook?

The way the department changing curriculum and supplemental materials to need the exact wording "required" or "recommended" is an attempt to make these categories all but unusable for families. Very few curriculums state those exact words with their supply or materials lists because that just not they way they are written.

Q3

What is missing from the handbook?

References to all the statutes staff used to determine the disallowed list.

#140

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 4:12:33 PM
Last Modified: Wednesday, March 16, 2022 4:14:55 PM
Time Spent: 00:02:21
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Nothing... ESA was not supposed to heavily revise for 2 more years.

Q2

What are your top concerns about the handbook?

WHY was the handbook completely revised (by people with no educational expertise) when the handbook is only supposed to have updates in accordance with new statutes. Revision is supposed to take place every 3 years. The handbook had previously been revised with parent input along with a [REDACTED] who did have educational expertise one year ago.

Q3

What is missing from the handbook?

Positive empowering tone that advocates the access of educational support and services

#141

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 4:12:39 PM
Last Modified: Wednesday, March 16, 2022 4:15:53 PM
Time Spent: 00:03:13
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

That it is available online

Q2

What are your top concerns about the handbook?

It seems very one sided against parents who are best able to evaluate their students' needs. This survey feels like a joke. Why not have an actual conversation with parents instead of superficial surveys and input sessions with no response or answers to any of the questions asked.

Q3

What is missing from the handbook?

Parents' input and perspectives.

#142

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 3:45:42 PM
Last Modified: Wednesday, March 16, 2022 4:17:16 PM
Time Spent: 00:31:33
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

I liked how the handbook defined what was supplemental and what was educational materials.

Q2

What are your top concerns about the handbook?

I think the categories of what is supplemental could be better written. As it is written it is very restricting as to what can be purchased. Even though many curriculum choices have a list of things that are used to complete the lessons, many things are going to be rejected because of the verbiage not saying that it's recommended or required. Some curriculum sets use verbiage such as "things to gather" or "useful additional items." This should be implied that the author of the curriculum is telling you the reader that is needed for the course. The other concern is that parents are not going to be able to expand on the curriculum subject by enhancing the subject because related materials are not mentioned in curriculum. This would be disallowed. That is pretty limiting, especially to families with special education/needs. Many special education students learn better with multisensory approach which uses all of the senses. So adding related materials to curriculum seems like it would be greatly restricted by not having a way to approve these items that do not have a curriculum that specifically lists them as needed. With many of the staff using this verbiage as the way to allow or disallow thing I believe it should have some kind of language that allows for this type of curriculum enhancement when it is clear the subject is related.

Q3

What is missing from the handbook?

I think the list of educational items are great, however there is many categories on classwallet that are not even mentioned. I am not sure what they are so maybe giving examples of what they are used for would help families properly categories what their purchases are.

#143

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 3:29:27 PM
Last Modified: Wednesday, March 16, 2022 4:17:42 PM
Time Spent: 00:48:14
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

It seems to flow a little better than previous years.

Q2

What are your top concerns about the handbook?

I don't think the department gave themselves and parents enough time for handbook revisions. And even though there was parent feedback, there was no back and forth between parents and the department. Parents want to see their feedback really taken seriously. Parents want to know that ADE is really wanting to work with parents to make the program work for all ESA kiddos.

The handbook doesn't explain accountability of the department. As an ESA parent, I would love to know that every transaction that is approved by the department is an allowable expense and the department won't come after my personal funds after they have approved a purchase. The department needs accountability and shouldn't be allowed to approve purchases and also allowed to audit those same purchases. This is 100% the fox guarding the henhouse and should never be allowed to be done by a government entity. Parents want to trust ADE.

ADE specifically asking the State Board of Education to add rules which allows ADE to go back to a risk-based approach is a bit unnerving and unnecessary. CW is paid for by the ESA recipient's funds. The department does not spend one single penny on the CW system. So, our children's education is paying for the demise of their own education and that is not fair to our ESA kiddos.

Essentially, CW was promised to parents and to AZ taxpayers so that absolutely no misspending and no fraud happens. But now, we have ADE staff, that for reasons that we may never know, has allowed misspending and ADE can now "audit" an account and turn parents in for purchases that ADE has allowed.

Audits by the ADE should be done for quality assurance and training purposes only, except for the CW card. CW cards should 100% be audited. I'd love to see accountability for ADE in the handbook. The handbook lacks this every year. Parents want to trust ADE. With current events and current rule changes that ADE has asked for, this is impossible without the honesty of ADE.

Q3

What is missing from the handbook?

Here are my comments at one of the ESA feedback sessions.

I listened in and took notes at last week's handbook feedback session last week, there has been some really great feedback. So, thank you to ADE for putting this feedback session together and thank you to all the parents that have taken time to share feedback. With that said, there is only one thing that I will speak on and it hasn't been mentioned yet. It's definitely something that needs to be written and explained in the ESA handbook.

I have noticed that many parents don't realize that there is a difference between an approval and a pre-approval. I didn't make this up. It's actually something that the ESA department already does but it hasn't been explained to parents. I think it's important for ADE and ESA parents to be on the same page and adding this information to the handbook would help clear up some confusion. The need is definitely there.

A pre-approval is when a CW card is used and the transaction is looked at by ESA staff AFTER the transaction has already been made. A pre-approval can only be done with a CW card because funds leave the account BEFORE ESA staff has a chance to look at the transaction. So, that's the pre-approval, it's a CW card transaction.

An approval is where ESA staff look over the purchase before allowing the transaction to go through. This means that all CW Marketplace purchases made through CW's online portal, every single one of those transactions are "approvals" since every single transaction is vetted and approved BEFORE funds are released from the account.

Again, a PRE-APPROVAL is when transactions are automatic without the staff vetting the transaction, which ADE only allows with the CW card.

And an APPROVAL is when transactions are vetted beforehand and funds are released after ESA staff have already done their due diligence of making sure everything needed for each transaction is there BEFORE a transaction is pushed through. This is done WITHIN THE CW SYSTEM whether it's an Amazon transaction or a PAY VENDOR transaction, a REIMBURSEMENT and even done through a HELPDESK TICKET.

A little background on CW safeguards. [REDACTED] I know that you are very much aware of this. You have been on the frontlines of school options in Arizona for a long time. Plus, you were on the ESA Task Force, which approved CW as the 3rd party vendor. So, I do know that you are very much aware of the safeguards that ADE has access to. [REDACTED], I know you are much newer to ESA. But, for everyone that's listening, I hope you all hear me out and understand that CW was put into place to benefit ESA kiddos, to make it easier for ESA parents to purchase approved items and to help streamline approvals, but mostly to make sure that before funds are pulled out of our children's ESA account and that ESA staff have the ability to approve or deny purchases so that absolutely no mispending or fraud happens. It's important that safeguards be explained in the handbook so that parents understand how and why ADE approvals and pre-approvals work and explain exactly what they are. It's also important for parents to understand that there is a difference between an approval and a pre-approval.

In 2019 the Arizona Department of Education wanted to ensure that: 1) The program efficiently serves parents whose children are eligible for an ESA and who choose to use the ESA program as a means to provide them a quality education. ADE was confident that CW would provide ESA parents with greater consistency and clarity concerning allowable program expenses. This verbiage comes directly from the Arizona Department of Education.

Link: <https://drive.google.com/file/d/1ltqLjFzvpO5t0tzBCbFVCEekr3oA1AHg/view?usp=drivesdk>

Also in 2019, Superintendent Hoffman has made similar statements saying that "ADE has worked with the Treasurer's Office to move to Class Wallet, which will streamline and simplify the spending and management of funds by ESA parents,"

Link: <https://azednews.com/supt-hoffman-asks-legislators-to-release-full-esa-administration-funding-again/>

When the Treasurer's office put out a Request for Proposal for an ESA 3rd party vendor, the only company that answered that request was Classwallet. They sent in a 74 page response for the RFP to the Treasurer's office, which included how to Safeguard the ESA program so that misspending and fraud would not happen.

The safeguards to the program are the approvals and pre-approvals that I have mentioned. Pre-approvals are CW card purchases where the transactions are looked at by ESA staff AFTER funds have already been pulled from the account. It's the only process where ESA staff look at the purchase after funds have already been pulled from the ESA account.

And approvals are when transactions are vetted by ESA staff to make sure that each expense is allowed and this is where ESA staff makes sure that any and all information needed is attached before a transaction is approved which then allows funds to be pulled from an ESA account.

Safeguards are put into place to protect the ESA program. CW was put into place to streamline and simplify the spending of ESA funds to better manage the funds of ESA recipients.

Again in 2019, Superintendent Hoffman also said that "moving to CW will be more on the preventative side and more proactive to make sure ESA dollars are going where they are allowed to go"

Link: https://azcapitoltimes.com/news/2019/06/13/law-or-not-school-voucher-oversight-in-the-works/?fbclid=IwAR3dFS3nxCJpJDCnt_vnkMPabuZwMDnzdxK2X9yC-RA6TSNxExE2McX1sq4I

fbclid=IwAR3dFS3nxCJpJDCnt_vnkMPabuZwMDnzdxK2X9yC-RA6TSNxExE2McX1sq4I

And again, in 2019 [REDACTED] with the Arizona Department of Education said "There's a perfect example where a family is being advised or not understanding the law, so they're going to spend something, innocently even, on an expense that is illegal. And so we have to catch that retroactively, and now we're asking a family that's already spent the money to reconcile that,"

He was speaking about the process with the Bank of America card and why the ESA program needs the CW system.

He also stated that, "More to the point, this marketplace – kind of like an online shopping portal – will prevent parents from buying items that are unapproved.

My point in bringing all of this up is that CW was brought to the table and implemented to serve a purpose. Safeguards play a very important part in serving this purpose and should 100% be explained to ESA parents in the handbook. I don't see any reason why this information should not be shared and explained in the handbook for parents to understand. This would definitely help clear up confusion and would allow parents and ADE to be on the same page.

And that's all I got.

Thank you.

#144

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 3:58:10 PM
Last Modified: Wednesday, March 16, 2022 4:33:11 PM
Time Spent: 00:35:01
IP Address:

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2
What are your top concerns about the handbook?

It is unclear, and it leaves me afraid to use my [REDACTED] funding. There is so much wrong with the handbook and policies, I feel it is necessary to have a while parent meeting with the State Board of Education before it can be approved.

Q3 Respondent skipped this question

What is missing from the handbook?

#145

COMPLETE

Collector:	Web Link 1 (Web Link)
Started:	Wednesday, March 16, 2022 4:14:23 PM
Last Modified:	Wednesday, March 16, 2022 4:38:17 PM
Time Spent:	00:23:54
IP Address:	

Page 1

Q1
What are the top things you like most about the handbook?

I appreciate the new (apparently) ease of ordering board games, puzzles, and items we use to keep my children engaged.

Q2

What are your top concerns about the handbook?

We are concerned that legos and other supplemental items were removed (we have ordered them this year for the first time, and found them remarkable for engagement, problem solving, and basic architecture and engineering themes. Although we've only had two kits, which were involved in their curriculum, but not exactly "required or suggested," they were great tools.

We, as parents, hope that the staff are considering the reasons behind the language changes, and taking responsibility for those they may harm.

It seems rule s The ESA is based on supporting students to get what they need out of an education, but we are enclosing the box very tightly.

Does a beginning recorder book really need to state that it requires a recorder? Can the word required be broadly defined to include what is obvious? Are children's best interests the number one priority, or something else? It seems that the ESA needs to ensure that there is wide access for all kids in the program, and continually restricting good learning tools is detrimental to their educations.

Q3

What is missing from the handbook?

I would love the handbook to show (or have links to) great examples of curriculum, supplemental items, and learning tools for parents. The ESA newsletter would be amazing if it had recent approvals of interesting educational items that other parents may want to try for their at home learners. Instead, we feel on our own, and left to turn to other parents instead.

We would love to see suggestions on how to get the orders completed properly for supplemental items, and unique items. It feels cumbersome that most info is received via one-on-one requests for information to the ESA staff when they could just plainly explain how to order items and get it approved via videos, or in clearly written instructions.

The other thing that is clearly missing from the handbook is information on what changes were made here (a redline of edits) to be transparent as to what changes were made to the handbook.

#146

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 4:27:17 PM
Last Modified: Wednesday, March 16, 2022 4:40:53 PM
Time Spent: 00:13:35
IP Address:

Q1

What are the top things you like most about the handbook?

I appreciate all the hard work that goes into preparing the handbook. I am grateful for the chance to review it. I feel it is more clearly organized than before.

Q2

What are your top concerns about the handbook?

I am greatly concerned that the wording "required or recommended" is being taken to mean that the word "required" or "recommended" must be used. I have been denied items because they were simply listed under materials. Any synonym of required or recommended should be acceptable as well as anything that means the same using common sense. For example "look for (item) online or at local stores" is obviously a recommendation to get said item. Sometimes a bit of common sense must be allowed for.

It is completely unacceptable that it is added that after doing our due diligence by seeking an approval or pre-approval you are asserting the right to request repayment. If even your own staff with training believed the item was allowed how should a parent have known. This is discriminatory against those of lower economic status, as they cannot dare take the risk of having to repay, and will thus be unable to utilize their child's funds as intended. Even parents in the median income range can not afford unexpected expenses at ADE's whim.

Q3

What is missing from the handbook?

I would like to see more details as to what parents can use their funds to teach their kids. It feels like parents are left searching in the dark when looking for ways to they CAN enrich their child's education.

#147

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 4:26:21 PM
Last Modified: Wednesday, March 16, 2022 4:42:06 PM
Time Spent: 00:15:45
IP Address:

Page 1

Q1

Respondent skipped this question

What are the top things you like most about the handbook?

Q2

What are your top concerns about the handbook?

There was not enough time to get comments from all about this handbook. There needed to be a workshop with parents, a collaboration instead of it seeming like the department is against parents. We need meetings where our comments are not just written down but there is a discussion. None of this has occurred in years.

Q3

What is missing from the handbook?

The handbook did not follow the law on the supplemental materials can be required or recommended not just required as is being required now. Curriculum is having to be pre-approved by by the department, when staff are not away of what is good for each individual child based on individual needs, etc. There needs to be a way to pay for college without reimbursement.

#148

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 3:45:14 PM
Last Modified: Wednesday, March 16, 2022 4:42:26 PM
Time Spent: 00:57:11
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

I cannot answer this question because I'm blinded by all the things that are wrong with the handbook. This handbook is supposed to be made in partnership with parents and many of us do not feel like that is the case. We feel we are being given the information and given a survey for show. We will spend hours formulating our replies only for them to be ignored and the handbook to be sent to SBE without our suggestions taken into account. I pray that I am wrong. But it certainly seems that is how this will all play out given the past actions of our current leadership positions. I am pleading to SBE to allow parents to have a meeting with them to sit down and go over this handbook. I'm asking that this meeting be after the final draft has been submitted to SBE so that we are able to really, truly have a voice and know that we are actually being heard and considered. We are simply doing nothing more than fighting for our children's best education possible.

Q2

What are your top concerns about the handbook?

My first major concern is that this handbook is being written/edited by people with no educational background. We are told that we cannot write lesson plans and curriculum as parents even though we are successfully educating our children daily... ESA staff is certainly not qualified to be making these changes especially when they can't even follow the current handbook properly. Also, why are there so many huge changes being made at this point in time. The handbook should be having major revisions every three years and this is not that time. Not to mention, they have submitted this very late yet are constantly on parents about submitting documents on time or threatening expulsion from the program.

ESA is requesting that the handbook verbiage be changed to reflect ESA staff being allowed to decide what is and what is not curriculum or a course of study. Once again, these staff members have no educational background nor do they know/work with our students, ever. Parents who have courses of study that follow state standards have been told their curriculum is not sufficient. This is absurd! Staff has repeatedly ignored the handbook, ignored documentation sent in, ignored emails and request. They have proven that they have not been properly trained over, and over again. Many times parents will send in curriculum that is sufficient and even highlighted for the staff to clearly see where and item is required or recommended (which is the staffs favorite phrase anytime they reject something) only to have it denied still. How can we leave the decision of acceptable curriculum and course of study up to staff members who don't even look at the information sent into them?

My next issue is with ESA removing the phrase "enrich and enhance" under supplemental items. This is a vital phrase in assisting us to educate our students in the best way possible for them. Staff has repeatedly ignored this phrase this past school year. We bring it up and it's ignored and passed over as if it's already not even in the handbook. That alone shows me that this is a malicious attack on our education. If something is stated and is being ignored before it's even removed, there is clearly a problem. This phrasing was added to the handbook to help parents and ESA staff wants to remove it. What does that tell you about how the staff cares for our children? No child learns the same as another. Many children require hands on learning. As parents and educators of our children, we know what's best for them. We know what works and what does not. ESA staff has no clue!

Q3

What is missing from the handbook?

What is missing from the handbook is the voice of the parents! This handbook submission is largely missing the "for the children" aspect. It focuses on all of the items not allowed and all of the hoops parents/educators must jump through. We need input from those who have experience in the educational system as well as experience with students who have special needs.

Missing from the handbook is updates to the "allowed" list. This list doesn't seem to ever gain much traction however the disallowed list is continually growing at a rapid rate.

#149

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 4:25:56 PM
Last Modified: Wednesday, March 16, 2022 4:45:39 PM
Time Spent: 00:19:43
IP Address:

Q1

What are the top things you like most about the handbook?

Not much. It feels like it is being rewritten instead of updated. And not for the benefit of the students or parents.

Q2

What are your top concerns about the handbook?

I don't like that there is a more restrictive definition around what parents can use to justify purchases related to it being "required" in curricula now. Especially when the people that are reviewing our purchases do not have an educational background and are not qualified to do so accurately and very few curricula has that. If they had an educational background, they would know this. Also why were we given a condensed amount of time to provide feedback when ESA was allowed to miss their deadline for the draft? I would like to see another meeting with SBE present where our concerns are captured in writing. Then a survey sent out where those concerns are listed and parents could say whether they agree with them. You are not getting adequate feedback from all parents when there is a short time frame to provide feedback and there were only 2 meetings that were during work hours which is inconvenient for many parents. I know there are parents that just are overwhelmed -- especially special needs parents -- and they have not taken the time to comment but they are concerned. If you made it in a format where they could easily provide input instead of a big box for us to just write an essay in, they would do it. But their feedback is not being captured right now and that isn't fair.

Q3

What is missing from the handbook?

Parents should be allowed to purchase what is being called "Consumables" because schools are allowed to buy "consumables"? Anything that the public schools can buy, then we should be able to buy them, too, and that means ink for our printers and paper for our printers and pencils and pens. Also there should be a provision that says if an expenditure is approved by ESA then it is approved. ESA should not have the ability to go back and change their mind. That puts an unfair burden on the parents. I also don't like that the next thing we are going to see is the final version??? Why can't we see another draft and further discussions be had? It feels like that ESA will just write what they want in to the new handbook and perhaps not actually address the concerns they have received. How will we know that you are even reading these comments if you don't comment back on why our comments were not incorporated?

#150

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 4:33:02 PM
Last Modified: Wednesday, March 16, 2022 4:49:23 PM
Time Spent: 00:16:21
IP Address:

Page 1

Q1

Respondent skipped this question

What are the top things you like most about the handbook?

Q2

What are your top concerns about the handbook?

Audits are reasonable, but should be used for staff training, not to ask repayment for an item that was pre-approved or approved through class wallet. I can see the need to audit items using the card that did not receive preapproval. But again, once approved by ESA it should not be removed. Supplemental items should be broadened to include items that enhance or extend the curriculum. There are definitely items that would benefit my student, but the department is requiring specific items to be required. As long as a parent can reasonably show how an item will benefit their student, it should be allowed. I understand this provides a gray area, but most parents are not looking to cheat the system. We are looking to help our students learn in a way that they best can, and ensure they will have life skills to grow into successful adults. This looks different for every child. We are parenting and schooling special needs children who do not learn like typical students. Again, parents should be able to reasonably show how it will enhance their students learning.

Q3

What is missing from the handbook?

The handbook should outline the process for a help desk preapproval and should also ensure that if a parent receives a preapproval it should not be removed.

#151

COMPLETE

Collector:	Web Link 1 (Web Link)
Started:	Wednesday, March 16, 2022 4:46:36 PM
Last Modified:	Wednesday, March 16, 2022 4:53:13 PM
Time Spent:	00:06:37
IP Address:	

Page 1

Q1

What are the top things you like most about the handbook?

I was very disappointed with most of the handbook.

Q2

What are your top concerns about the handbook?

I am EXTREMELY concerned that ESA can change their mind on pre approved items and charge back the parents. The entire purpose of us as parents asking for pre approval is so we don't purchase things that aren't approved. Also the new handbook states no electronics? does this count lego robotics, robotic kits, oculus and many other STEM items? Main stream public schools offer all these items and our children should have the same opportunities as they do. Regular schools also have home economics classes where they teach cooking and baking. By saying no to items needed to teach those classes you are giving our kids another disadvantage.

This entire handbook is overreaching and frustrating. Please consider what our children would have if they were in public schools and allow us to provide equal educational opportunities to our ESA children.

Q3

What is missing from the handbook?

Clear rules. Less loopholes for ESA to backtrack and change their minds to punish parents.

#152

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 4:53:19 PM
Last Modified: Wednesday, March 16, 2022 4:55:01 PM
Time Spent: 00:01:41
IP Address:

Page 1

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2

What are your top concerns about the handbook?

Not nearly enough room here and my copies of the text aren't posting in here.

First, I am sad that I am running up to this deadline. The draft was emailed out on 3-7-2022 and the deadline for feedback is today 3-16-22. Around schooling my children, family duties, [REDACTED] and so much more, that was hardly enough time for me to be thorough with this. These are just a few of the things I found while skimming the new handbook.

Secondly, I found the feedback survey offered with the handbook to be pretty silly. As far as taking a survey, that would definitely not qualify as a quantitative survey. Extremely limited space to answer, What do you like? What did you not like?

Page 5 This is our goal, however, it is rare that we feel like the department is actually supporting us and rooting for the success of this program and the children it affects.

Page 13 This is extremely damaging. This definition had been worked on for years to get it correct, and now they have thrown out the entire meaning of the definition. They now insist that a How to Play Guitar book must state that a guitar is "required" and some agents are even asking where it specifies the brand that a parent is requesting pre approval for. My [REDACTED] was denied blacksmith tools for [REDACTED] blacksmith class at a local community college, not sure what else they could be used for, they were "relevant materials directly related to the course of study for which they are being used to introduce content"

Removing: 11 Supplemental material means relevant materials directly related to the course of study for which they are being used to introduce content and instructional strategies or that enhance, complement, enrich, extend or support the curriculum. A.A.C. R2-7-1501(14).

Including in the new version : 8 Pursuant to A.R.S.§15-2402(2), supplemental materials must be required or recommended by the curriculum.

Page 13 Curious about why this was removed after it was just added this year.

Removing: A list of allowed items for ESA spending can be found on the ESA website.

Page 26 Option 1 makes no sense

Option 2 limits that if it says requires a sensory diet (something that is always evolving with the child) that every item would need to be called out specifically in the MET that could be years old.

Option 3 Generally costs the parent \$25 for the letter to be written, an expense not covered by ESA thus making the needed equipment or materials out of the child's reach.

Page 21 Again with the Recommended or required. Also even when supplying Courses, lessons, etc it is being denied because the word Required is not there. These arbitrary rules are not part of the Statute and are limiting our children's ability to learn. The previous definition of Supplemental Materials used common sense and allows for the same accessibility that a child or teacher in a public school would expect.

Q3

Respondent skipped this question

What is missing from the handbook?

#153

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 4:54:57 PM
Last Modified: Wednesday, March 16, 2022 4:55:31 PM
Time Spent: 00:00:33
IP Address:

Page 1

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2
What are your top concerns about the handbook?

Instrument rental - purchasing instruments should be allowed. It's often cheaper in the long-run.

Q3 Respondent skipped this question

What is missing from the handbook?

#154

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 4:44:43 PM
Last Modified: Wednesday, March 16, 2022 4:57:14 PM
Time Spent: 00:12:30
IP Address:

Page 1

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2

What are your top concerns about the handbook?

Why is ADE disregarding SBE rules for ESA? The handbook is nit supposed to have substantial changes for three years except for adjusting changes in statute. That has been completely disregarded with this heavily revised draft.

I am concerned that even though we have an approval, that the handbook clearly states that the ADE can request repayment and close the account at anytime. That is a set up, and will be used to work against families.

I am concerned that the definition of supplemental materials from "enhancing" the curriculum to "recommend or required". curriculums do not list specific items just as your Department is requesting.

Concerned that the handbook does not match or align with the SBE Statue.

I am concerned that we are making so many changes when the handbook is only to be updated every 3 years and we just updated.

Q3

What is missing from the handbook?

Definitions and how to highlight and upload information.

#155

COMPLETE

Collector:	Web Link 1 (Web Link)
Started:	Wednesday, March 16, 2022 2:20:08 PM
Last Modified:	Wednesday, March 16, 2022 4:57:26 PM
Time Spent:	02:37:18
IP Address:	

Page 1

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2

What are your top concerns about the handbook?

- The revisions in the handbook that should only occur every 3 years with input
 - The fact that curriculum states recommended/ required as approved by dept, which leaves little room for implied or common sense items.
-

Q3

What is missing from the handbook?

-There is a lack of protection for student/parent during auditing, allowing any problems to fall on them rather than the staff that is being audited. This makes many parents unsure about using funds, which is detrimental to students, and is a disservice to the special needs or high needs student population. Anyone who has gone through approval via the helpdesk or directly through ClassWallet should not have any concerns about repayments or an appeals process.

-Allowing for supplemental materials that enhance the curriculum, as most curricula will not include all items that would potentially enrich a student's education; especially taking into account different learning styles for students with disabilities.

#156

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 4:14:22 PM
Last Modified: Wednesday, March 16, 2022 4:59:19 PM
Time Spent: 00:44:57
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

1. I am confused about the reimbursement payment method. This needs to be clarified.

Q2

What are your top concerns about the handbook?

1. The handbook comes across negatively. It should empower families to educate their children. It should be a how to guide, not a book of no's.
 2. Reimbursement is not equitable. The debit card needs to work. Parents need to use ESA funds for statute approved purchases, such as online classes.
 3. Preschool is learn through play. The handbook restricts options for these students.
 4. The definition of special needs evaluators and providers on page 22 needs to be revised. Several disabilities are missing and the information is outdated.
-

Q3

What is missing from the handbook?

1. Funding timeline
 2. Access for those that speak Spanish and those with visual impairments.
 3. Escalation chart
 4. Remedy or action plan when privacy and confidentiality is broken
 5. Clear explanation on approvals and pre approvals
 6. Guidance on when the allowed item list will be updated.
 7. More clarification on categories (I.e educational materials and manipulatives).
-

#157

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 4:29:28 PM
Last Modified: Wednesday, March 16, 2022 4:59:21 PM
Time Spent: 00:29:53
IP Address:

Page 1

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2

What are your top concerns about the handbook?

Page 6, #4 Hiring a family member (define if this is within household), #5 Hiring another ESA parent?? (Isn't this allowed if they have credentials and offer services?). Please clarify.#7&8...redundant? Please clarify the subscriptions can also be pre-paid for up to 1 year.

Page 8, Curriculum description should be presented in it's entirety as to make teaching our students more accessible. Postsecondary, please clarify if accredited private is restricted to in-state.

Page 35, Magazines (all magazines are educational as long as they are not mutate content matter. It could potentially be a child's special interest and there fire encourage reading. This should be at the parent's discretion.

Page 17, recommended and required are in bold and underlined, however, the words enrich, expand and others that are clearly visible in statute have been eliminated here and need to be added back in to encompass the true intention of supplemental items.

Most importantly!! It is critical that parents have assurances when making purchases with their child's ESA funds. We are very dependent on the staff when it comes to approvals and expect that once an approval is issued that there will not ever be a situation where that approval becomes an accusation of misuse, leading to suspension or closed accounts. We should never have approvals that we can not get reimbursed for. Additionally, once an approval has been issued, it must also be consistently applied to similarly situated students the way the law was written and the way parents have come to expect. The current state of things has left parents without guidance on how to proceed with the approvals we currently have. Thank you!!

Q3 Respondent skipped this question

What is missing from the handbook?

#158

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 4:58:40 PM
Last Modified: Wednesday, March 16, 2022 5:00:06 PM
Time Spent: 00:01:25
IP Address:

Page 1

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2

What are your top concerns about the handbook?

My main concern is this handbook seems to focus more on what you can't do with your child instead of what you can. I am very concerned that the people in charge of writing the handbook has absolutely no background in child education or special education so they may not value learning opportunities that are necessary for hands on learning.

My main concern is this handbook seems to focus more on what you can't do with your child instead of what you can. I am very concerned that the people in charge of writing the handbook has absolutely no background in child education or special education so they may not value learning opportunities that are necessary for hands on learning.

I am also very concerned with these vague definitions that don't seem to have any answer. All of these vague definition seem to leave Esa available to reject anything at any time for any reason. I am also seen parents trying to appeal decisions and being told they are not allowed to appeal because they are appealing the procedure - not the action. I am also concerned that the handbook was supposed to be provided to parents quite a while before it was actually supplied to the parents. Esa had a deadline, they failed to meet it and in turn the parents suffer and are forced with less time to turn in comments. An extension should be provided for the parents to Have adequate time to review this extremely long handbook, while we are trying to educate special education children at home instead of Esa deliberately turning in the handbook late and cutting down on the time we have to respond.

I also wanna point out that the previous Esa staff example ██████ had a background and experience in special education... The entire last year she was in charge we spent many many hours working alongside Esa staff to create more opportunities in the handbook... I feel that the purpose of New management this year seems to be to eliminate parent input, eliminate parent communication with esa, Eliminate guidelines that make the program more assessable, eliminate most of the approved items on ADE website for ESA students that previous esa staff and parents spent countless hours to develop last year so that the esa department could have more time to be productive to parent approvals and requests, they've failed to add back most of the approvals they removed without cause or permission by ADE. And now looking at this handbook it seems the new management wants the take the program backwards in productivity and accessibility, make definitions less clarifying and communicative. I am deeply deeply concerned that this is a direct result of management having absolutely no experience in child background, no experience in educational background, no experience in special education background, and no experience in learning. Parents have never had an issue following guidelines set by Esa, the past audit on parents showed there were no miss spending issues on the part of the Esa parents. The issues arise in staff constantly changing rules and approvals midyear, or rescinding approvals after they were given. Is the point of the handbook to serve the children and provide learning opportunities or not?

SBE procedures. Chain of command to escalate problems when parents feel higher chain of command needs to be involved. Timelines for requests, reimbursements, approvals - some parents are waiting a month before anyone responds. There should be a timeline for parents to be answered- Someone to hold accountability and contacts to dispute. We are told to contact supervisors in esa and then ignored. All departments in ADE have a chain of command and supervisors at district level to resolved issues that go unresolved.

Q3

What is missing from the handbook?

What is a curriculum, and who defines it.

#159

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 12:41:24 PM
Last Modified: Wednesday, March 16, 2022 5:01:02 PM
Time Spent: 04:19:38
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Nothing. You don't respect it anyway. I would like nonetheless to request that the State Board of Education meets with parents to hear our concerns that are swept under the rug by ESA.

Q2

What are your top concerns about the handbook?

There are no safe guards for parents/guardians who follow the protocols set by ESA, when using the ESA funds for their children.

The handbook NEEDS to provide a safeguard when an item is approved by an ESA/ESA Account Specialist, it is approved!

Also, the ESA department made up requirement to parents to send by email or ticket either full curriculum or their own lesson plans they create to teach their students, to show that these support the request to purchase supplemental items. Last year, ESA accidentally released information containing not only names of participants in the program, but also contact information, amounts awarded through the program to each student and the students' disabilities. Is for this reason that I want to protect my intellectual property when I create lesson plans, given that the leaked documents ended in the possession on every school district in Arizona thanks to SOS. I should not be required to submit any lesson plans for any supplemental curriculum that I create and becomes therefore an intangible creation of my intellect. I would suggest that it is reasonable to request, and I agree that ESA can request my degree as proof that I am capable to do it. As well, I should not be forced by the department to commit copyright infringement by submitting other people's curriculum or books to the department by email or ticket.

SBE rule R7-2-1501.14 says that supplemental items can be purchased if they "enhance, complement, enrich, extend, or support the curriculum." It does not state it has to be required or recommended by the curriculum. ██████ acting in an unprofessional manner, speaking to some esa parents about other esa families.

Curriculum is not required to have a list of recommended and or required section in it. Most curriculum will imply the need for an item, or even allude to it.

You are irrational and erratic. You should never be anywhere near our children's education. You are the worst enemy our kids have and definitely showed your true colors. I am not talking about anyone else but ██████ You are working for us, you seem to forget we are not in jail and we are not criminals. Act with an ounce of dignity, even if it is clear you hate school choice. Go find another job and ██████, stop being petty and retaliating based on screenshots from Facebook private groups. It is outrageous that ██████ is allowed to ignore BLATANTLY on chat constantly and consistently 100% of the time a parent purely based on RETALIATION. This lady doesn't represent parents. She represents private interests and has no place in the department! What you ██████ guys do it is despicable and would've never happened under ██████ Everyone else at ESA (except ██████) seems to do their job, but I am sorry for them having to work with you.

Q3

What is missing from the handbook?

Freedom to educate.

#160

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 5:00:39 PM
Last Modified: Wednesday, March 16, 2022 5:05:37 PM
Time Spent: 00:04:58
IP Address:

Page 1

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2
What are your top concerns about the handbook?

That the survey is set up to deny orders and makes it easy for staff to make a mistake and make families repay.

The handbook to needs to show more how the program can support students with disabilities.
AAC, Technology needs to be looked at harder for students with a DX of Autism, and speech dx, and the handbook needs to be written to show support for students with disabilities.

Q3
What is missing from the handbook?

Rules from SBE needs to be included with the handbook.
When and how to appeal denials.
and clearer on how to categorize items.
Glossary and Terms
FAQs

#161

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 4:56:42 PM
Last Modified: Wednesday, March 16, 2022 5:07:25 PM
Time Spent: 00:10:42
IP Address:

Page 1

Q1

Respondent skipped this question

What are the top things you like most about the handbook?

Q2

What are your top concerns about the handbook?

why is the handbook being completely revised, when it's only supposed to go through revision every 3 years? Why has it been revised by people with NO educational experience or background. The people in charge of this program are not acting in good faith! Why are we adding more Rules without clarifying the previously established rules. This program is exhausting by CONSTANTLY changing their rules. Constantly changing what is and isn't approved. They write this in such a way that it can be manipulated in their favor and against parents at a whim. This leadership has proven they are not for helping kids and parents succeed in the program, but by creating arbitrary rules that change constantly and give them the most power to deny purchases or false approvals they demand repayment for.

Q3

What is missing from the handbook?

Where is the parent input?

why did parents not receive this draft a long time ago? It's so rushed.

Where is the parent committee? [REDACTED] IS NOT a good faith representative of [REDACTED] Replacing parent input with [REDACTED] as a paid employee and subordinate to [REDACTED] is not right or fair. This leadership has spent the majority of their time finding what they can deny and expanding the denial list, while slashing the approved list and not adding anything back to it. They interpret common education tools as toys- their lack of educational concepts and understanding of the design of a lesson or curriculum hurts this program. This management team is taking this program backwards and making it less accessible to parents and students. Parents miss [REDACTED] who understood the unique needs of SP students as she had a background in ed. She was also good at communicating with parents and you really felt like she was on your side, trying to help you figure out how to get what you needed for your student. Now, with reading this handbook and with [REDACTED] leadership, it feels like she has set up a me vs. them approach, where we are her enemy and she needs to oppose us at every turn. Perhaps this is by design, but it's disheartening and maddening. The only communication we receive is the same junk Friday night email telling us to upload receipts or invite us to a fake townhall where we get lectured at. There is NO real communication. this handbook is disappointing.

#162

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 4:57:35 PM
Last Modified: Wednesday, March 16, 2022 5:08:15 PM
Time Spent: 00:10:39
IP Address:

Q1

What are the top things you like most about the handbook?

More examples of terms such as curriculum.

Q2

What are your top concerns about the handbook?

Changes to allowable spending such as kitchen supplies rather than trying to incorporate families voice on integrating strengths and learning differences. Home economics, culinary or nutrition could fit for kitchen supplies. Also the handbook is being used as a power and control manner for ESA staff to approve or disapprove by providing a generalized blanket statement to highlight required or recommended items rather than specifying what the denial was for. The handbook does not cover how to send attachments.

Q3

What is missing from the handbook?

Language of relationship, engagement, respect and strengths of families who are trying to develop and coordinate the unique learning needs of their children outside the public school system. We often have to advocate and to have to experience recent ESA issues in this way is very disempowering and exhausting.

#163

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 12:00:37 PM
Last Modified: Wednesday, March 16, 2022 5:15:25 PM
Time Spent: 05:14:48
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

Most appreciate the update about uniform purchases being allowed through ClassWallet using school-approved vendors rather than only being allowed to purchase directly from school. Also excited to see the addition that ESA funds can now possibly be used in conjunction with medical insurance for therapies etc.

Q2

What are your top concerns about the handbook?

Feeling intimidated and fearful to use funds for anything other than tuition and uniforms. Other expenses seem to risk either repayment, account suspension or expulsion from program as what requires pre-approval (and the process for obtaining said approval) seems unclear.

Q3

What is missing from the handbook?

Would like more information on how to purchase through ClassWallet for vendors that require items to be shipped vs tuition etc. Also need clarification on if (and why) a parent would need (or should obtain) a debit card if Class Wallet exists. Please specify what needs pre-approval and outline process for purchasing associated goods and services (maybe a flow chart for different types of transactions). Need clarification on how to use ESA to pay medical insurance copays/deductibles for therapies, etc. Explanation of the hierarchy of statutes, rules and the handbook and details outlining exactly what we are attesting to when we both accept an ESA account and when we renew annually.

#164

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 5:09:58 PM
Last Modified: Wednesday, March 16, 2022 5:20:02 PM
Time Spent: 00:10:03
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

The concept of ESA is AMAZING!! The handbook is unfortunately, limiting!!

Q2

What are your top concerns about the handbook?

I'm so dissatisfied that the handbook has been completely changed again instead of focusing on clarifying already existing policies put in place the last few years.

My main concern is this handbook seems to focus more on what you can't do with your child instead of what you can. I am very concerned that the people in charge of writing the handbook has absolutely no background in child education or special education so they may not value learning opportunities that are necessary for hands on learning.

My main concern is this handbook seems to focus more on what you can't do with your child instead of what you can. I am very concerned that the people in charge of writing the handbook has absolutely no background in child education or special education. It seems that they may not value learning opportunities that are necessary for hands on learning.

I am also very concerned with these vague definitions that don't seem to have any answer. All of these vague definition seem to leave Esa available to reject anything at any time for any reason. I am also seen parents trying to appeal decisions and being told they are not allowed to appeal because they are appealing the procedure - not the action. We need to be able to appeal erroneous decisions. I am also concerned that the handbook was supposed to be provided to parents quite a while before it was actually supplied to the parents. Esa had a deadline, they failed to meet it and in turn the parents suffer and are forced with less time to turn in comments. An extension should be provided for the parents to have adequate time to review this extremely long handbook, while we are trying to educate special education children at home instead of Esa deliberately turning in the handbook late and cutting down on the time we have to respond.

I also want to point out that the previous Esa staff example [REDACTED] background and experience in special education... The entire last year she was in charge we spent many many hours working alongside Esa staff to create more opportunities in the handbook... I feel that the purpose of New management this year seems to be to eliminate parent input, eliminate parent communication with esa, Eliminate guidelines that make the program more assessable, eliminate most of the approved items on ADE website for ESA students that previous esa staff and parents spent countless hours to develop last year so that the esa department could have more time to be productive to parent approvals and requests, they've failed to add back most of the approvals they removed without cause or permission by ADE. And now looking at this handbook it seems the new management wants the take the program backwards in productivity and accessibility, make definitions less clarifying and communicative. I am deeply deeply concerned that this is a direct result of management having absolutely no experience in child background, no experience in educational background, no experience in special education background, and no experience in learning. Parents have never had an issue following guidelines set by Esa, the past audit on parents showed there were no miss spending issues on the part of the Esa parents. The issues arise in staff constantly changing rules and approvals midyear, or rescinding approvals after they were given. Is the point of the handbook to serve the children and provide learning opportunities or not?

SBE procedures. Chain of command to escalate problems when parents feel higher chain of command needs to be involved. Timelines for requests, reimbursements, approvals - some parents are waiting a month before anyone responds. There should be a timeline for parents to be answered- Someone to hold accountability and contacts to dispute. We are told to contact supervisors in esa and then ignored. All departments in ADE have a chain of command and supervisors at district level to resolved issues that go unresolved.

Q3

What is missing from the handbook?

Clear concise directive and expanded opp to lawfully educate children that have been failed by "the system" because they have different ways of learning. This program needs to provide opportunities for unique mostly hands on learning experiences. Additional supplies/ supplemental materials are often needed to implement the types of curriculum and learning experiences that benefit our unique learners. Schools have access to most of these items why don't esa kids whave the same access?

#165

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 5:25:12 PM
Last Modified: Wednesday, March 16, 2022 5:25:57 PM
Time Spent: 00:00:45
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

There is so much wrong with the book and I request a whole parent meeting with the State Board of Education.

Q2

What are your top concerns about the handbook?

There is so much wrong with the book and I request a whole parent meeting with the State Board of Education.

Q3

What is missing from the handbook?

There is so much wrong with the book and I request a whole parent meeting with the State Board of Education.

#166

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 5:08:53 PM
Last Modified: Wednesday, March 16, 2022 5:34:46 PM
Time Spent: 00:25:53
IP Address:

Page 1

Q1

Respondent skipped this question

What are the top things you like most about the handbook?

Q2

What are your top concerns about the handbook?

Qualified service providers, the document the ADE has, it does not even include or reference students with the disability if [REDACTED] I feel I concerned that it could be used against us, because if you need an associated good or assisted tech for a student with an IEP category of [REDACTED] you the handbook reads that you can not order under these categories. Not all people with an [REDACTED] have an IEP with Speech that will list AT or AG.

Also, the handbook requires that the IEP state the specific good or service. Quit often the IEP is outdated, the school staff does not hardly ever list AT or AG on an IEP. Let alone a type or brand.

I feel that this could be defined & expanded on. Really look at the average IEP on file.

Special education service provider list does not list anyone with a service to [REDACTED] students. So we would have to jump through hoops and waste time, funds and resources to meet these requirements.

I think there must be something that can be noted.

Are we supposed to go get a new IEP and evaluation from the public schools to write all of what we need in an IEP so that we can get an approval from ESA dept. It should not be that way.

This is what it should be for students with a disability. The handbook should follow the statute and rule closely, pretty much mirror it, on this category and subject.

It does not just state, an IEP or a qualified provider. That does not make sense at all.

Pursuant to A.A.C. R7-2-1505 (B)(4):

Associated goods and services that include, but are not limited to, educational and psychological evaluations, assistive technology rentals and braille translation goods and services approved by the Department. Associated goods as described in this subsection may include computer hardware or technological devices that assist in accessing educational materials or services and that are associated with the qualified student's needs. Parents that are seeking to use Program funds for an associated good or service pursuant to this subsection shall provide to the Department the special education course of study, service or educational need that the good or service is associated with.

page 34 should also make mention of *Department approves some requests with students in the program with a disability. This program was built to serve that population. We need to feel supported and the handbook should reflect that support.

Not approved, it says breakfast fees, but lunch and dinner fees should be included as well. pg 34

Camps- Needs to be defined. Is cam only for students with disabilities? If a room, board and meals are included in an educational camp, is that allowed?

Can a parent with a business that uses ESA for their family, serve other families? That needs to be further explained. It limits options and how are we supposed to ask a provider there personal child's schooling choice and if they use ESA or not?

If they run a business, there should be an exception.

Q3

What is missing from the handbook?

There should be some exceptions for students with disabilities as far as categorizing some items.

Legos can be used as a math manipulative, life skills, also as an occupational therapy item.

#167

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 5:31:28 PM
Last Modified: Wednesday, March 16, 2022 5:37:03 PM
Time Spent: 00:05:34
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

That we finally got to review it. Even though it was after the deadline.

Q2

What are your top concerns about the handbook?

It appears that it is going against statute and being rewritten completely on year 1 when it wasn't supposed to change for 3 years. Also those that are changing it have no educational background and no Sped training or background. They do not appear to understand what teaching and learning really require.

One of the major things is that it appears that ESA staff can approve something for one person and then change their minds. This handbook doesn't help at all for most parents to be comfortable to purchase anything to educate their children. It hasn't been written for our students as a guide but as a way for the ESA staff to determine what we should be using. And if that was what we wanted (failure for our children) we would have let them stay in Public School.

Q3

What is missing from the handbook?

Actual statutes and definitions. Once approved it should not be unapproved. We parents don't and didn't do the approvals. So we should not be punished for that.

#168

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 5:43:50 PM
Last Modified: Wednesday, March 16, 2022 5:54:53 PM
Time Spent: 00:11:03
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

The parts where the handbook is clear and there is not an ending of "unless decided by the department" with no criteria or explanation. It negates the entire definition and lacks clarity. I appreciate the fully defined areas.

Q2

What are your top concerns about the handbook?

It is not clear. It leaves rules open ended or makes the rest of the defined rules invalid if the department decides differently than the stated rules. I would like a yes or no, and clear definitions of how it is decided if something is curriculum. Stated definitions of curriculum (not the dictionary definition) but the one that the department will be using, so that it is equally applied to all students and not decided by different staff at different times what curriculum is accepted and what is not. A clear definition about if a curriculum has to specifically state an item and model number for supplemental items.

Q3

What is missing from the handbook?

Definitions that are out in the open and stated that will be used by the department to evaluate allowable expenses. "decided by the department" (what rules, definitions, criteria) is the department using to decide?

#169

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 5:38:05 PM
Last Modified: Wednesday, March 16, 2022 6:01:30 PM
Time Spent: 00:23:25
IP Address:

Page 1

Q1 Respondent skipped this question

What are the top things you like most about the handbook?

Q2

What are your top concerns about the handbook?

That ESA employees are taking liberties with defining what a supplemental item is and what makes them compliant.

Q3 Respondent skipped this question

What is missing from the handbook?

#170

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 16, 2022 7:01:32 PM
Last Modified: Wednesday, March 16, 2022 7:05:04 PM
Time Spent: 00:03:32
IP Address:

Page 1

Q1

What are the top things you like most about the handbook?

I like the idea of being able to review it first.

Q2

What are your top concerns about the handbook?

The wording. I believe once we are approved for an item, its purchased there should be no way, we should have to payback, if it's been approved. I think maybe we should have a group meeting that allows us to be heard. We need more hands-on learning tools for our children.

Q3

Respondent skipped this question

What is missing from the handbook?
