

External Stakeholder Survey

What do you like best about our agency?

- Connects programs and services among agencies promoting agency collaboration
- The services they provide for my child to succeed
- Teacher consultants knowledge
- Welcoming and takes on good cause for the community.
- Agency-wide priority of collaboration and community involvement.
- The Professional Development selection
- very supportive and flexible
- Collaboration with the community.
- There is a high energy level to find the needs of the targeted group and they seek methods of meeting those needs.
- Love the communication from your staff. Always willing to help, open-minded, friendly, and very supportive!
- Collaborative nature of staff and willingness to share with other professional organizations.
- I appreciate XXXX XXXX's knowledge, expertise, and willingness to help at all levels--teachers and administrators.
- I like that it provides opportunities for collaboration across districts.
- Teachers, supporting staff, bus drivers and aides, have all been very helpful and have communicated extremely well with us as parents. Your staff is your best asset.
- Provides programs that are relevant to help my teaching
- Provide relevant professional development opportunities.
- I like that when I have questions, they are answered quickly!
- That they offer opportunities for many individuals, not just based on monetary but also other factors.
- Provides needed support
- Their creativity, willingness to partner with other agencies with focus on the child and family.
- the staff have been great to work with, and are very helpful
- friendly helpful staff
- I very much appreciate the friendliness of the staff when I enter the buildings and how the staff members work hard to attain resources for the schools and districts. They very much want to help and are willing to do whatever they can to help us develop as professionals.
- Willingness to collaborate toward achieving common goals
- The bus drivers are engaged when transporting children from our school to another.
- special needs
- Collaborative
- The way that the administrators work with Union to hear what concerns there are.
- Sharing new info and research with school dustricts
- Professional and informative
- Most staff that work here are positive and appear to really like their jobs. Kids needs are a priority to immediate staff working with them.
- I like the fairs that are put on for Great Starts- parents and children get a lot of information from them and they can have some bonding time.

- You have an open door and seek to work with the community.
- I feel when I reach out I typically get a speedy response to my questions.
When we have deployed employees in the district I feel they are working with us and if it doesn't work our voice is heard and support is brought in.
- MAISD is helpful and willing to collaborate with other groups to work to improve conditions for all.
- The support it offers our school system, specifically Greenville Public Schools. I am always pleased to see MAISD employees here.
- Openness to listen and approachable
- The agencies openness to local districts
- The staff are some of the best people in education today.
- Communication is regular
- Families are given many opportunities to participate/learn with their children.
- Very Professional and Eager to Help Families
- Collaboration with community partners
- When you offer PD topics that are applicable to all districts.
- That we service children in our community with the intent to improve lives and knowledge for all students.
- Collaborating with you to bring trainings in for staff.
- The PD offerings have increased.
- It provides a positive experience for the students that receive the services.
- Love love love the free trainings.
- Everything
- The collaborative nature of the organization and wanting to do what is best for kids.
- The teachers
- Most of your training is free
- The staff is always very understanding and genuine.
- Having professional's that visit our school in a variety of disciplines (ie School Psychologist for one)
- I appreciate the staff is friendly and welcoming. I do feel they are working to listen and learn from the other local districts.

What do you like least about our agency?

- There's really nothing to dislike. The ISD does a great job.
- Montcalm County has way more to offer than the county I live in. There is not much I can complain about.
- I do not feel as though the ISD support the locals. The curriculum department does not provide relevant PD, and most meetings are not planned out (principal, curriculum etc). The ISD struggle to view the individual needs of the districts, which makes the locals feel as though they are on their own. While the new admin, are trying to listen, they are not able to move and make valuable changes to support local districts. Also, finances are held tight, while we see general education funding, the 18 million dollars in special education funding is held tight to the ISD, leaving the locals to only wonder how it is being spent.
- N/A
- The staff has been cut too low. Over working the staff that remains.
- The needs of the locals are not always the needs of the ISD, and the ISD needs or wants win.
- Nothing
- The fact that the Hometown program makes it a goal to cut the students down to part time and get them out before Age 26.
- I have noticed that at the individual school districts the message is a little lost from the ISD.
- Lack of student supports. Often the focus is the teacher vs. being a support for the student.
- N/A
- That we come across as "know it alls" with all of the knowledge, but all we can do is tell people what to do, instead of being a part of showing them solutions
- Most of the ISD staff members that work with our district are a good resource for us and we appreciate them. However, we have had ISD staff who are unprofessional and should not be employed, period! Instead of getting rid of them, the MAISD just passes them around to different districts which is very, very unfortunate.
- The frustration of not being able to bring the ISD schools to consensus. ie: Balanced calendar, data collection tools etc.
- Perhaps Too Much Red Tape & A Disconnect From Relevant Issues Facing Families
- Not all children are able to be given a free/low cost preschool experience.
- Instructional strategies shared and data use are not always current and forward thinking
- Making decisions without involving the locals
- Your employees do not have enough time in each building. It is too difficult to share OT, PT, etc.
- Uncertain...nothing stands out
- I would appreciate more of a collaborative environment between the ISD and the local school and districts. More opportunities to discuss with other district about good instruction and push each others thinking about good practices.
- ???
- When its SPP13 time emails go out to the entire district telling how each school did. It would be fine if all the school systems were in compliance.

- Some leadership that seem to have standards for staff that they can't carry through themselves. Asking staff to perform in a positive way, yet when they are put into the situation themselves, they don't use the positive approach that they are expecting their staff to use. The supervisory staff are very green and it's very unfortunate that all the changes in supervisors happened at once, which I realize was out of your hands.
- Some employees are not friendly or helpful
- Some staff not so friendly
- I feel that there is a immaturity with the administrators, some of them, at this time.
- none to share
- call backs when leaving message no call back
- I have no contact with the agency as a whole.
- The red tape to get students into a program. I understand the need for schools to have a legitimate process for asking that a student be qualified for a program but I feel we work very hard to do everything we can for our students. When we call the MAISD for help with a particular student I feel like we are treated as if we haven't done anything to help the student that is legitimate. What I'd like to see is professional courtesy where if there is a particular student or situation who needs extra help or services that the ISD steps up to help immediately rather than put the school, teachers, students, and parents through months of waiting. We wouldn't call if we didn't need your help.
- working through logistics of shared/similar programming is often challenging.
- not enough funding to help all of our families, our county is very rural and poor. it can be a burden for many families to get to services
- N/A
- I wouldn't say least but rather I don't really understand how all of the data information is collected from all of the services that you offer.
- N/A
- I don't feel like they communicate with the teachers and staff what they can and what to do.
- I want more secondary opportunities for my staff. More new technology training as well.
- We lack the funding to do some of the great ideas. It seems unfair that Kent and others (i.e. Macomb, Oakland) have so many resources.
- NA
- It's far away from Greenville. ;)
- Meetings can be long to long at times. I have my own job to attend too. Three meetings in a month. That requires to much commitment on our part.
- ?
- Nothing at this time.
- NA
- Teacher consultants willingness to help
- All programs are too full to accept students, yet classrooms appear to have 3-5 kids and 3-5 staff.
- N/a
- Parents are not allowed in the school

What is one suggestion you would like to offer to improve our agency?

- Program for kids, especially for kids with both cognitive and emotional impairment diagnosis. Work to help those kids and stop the brutal gate keeping.
- Professional development opportunities that vary
- NA
- none
- Use technology more, like video messaging, or a short podcast that says, thank you Board of Directors for the support and knowledge that you bring to serve our county's most vulnerable.
- I can't think of anything you could do better. I don't need to know if you monitor data or how you analyze it. Those were the kinds of questions I was neutral on.
- NA
- Teacher leadership Academy (similar to Kent ISD). This is one of the requirements for teachers getting an Advanced Certificate.
- Find out what great staff in our ISD have to offer for training and use them.
- Have teachers more informed in what the ISD does and can do
- My son is 17 and I am concerned about his future after high school. I hope that your Transitions program will be helpful for his level of development. I have heard that that program might not be as good.
- Continue to impact our community with amazing opportunities for learning!
- Not sure
- N/A
- the county is so large, it is hard for many families to get to the MAISD from the outlying areas such as Howard City
- Add a section that is more clearly defined on the website to take people to where they need to sign up for PD sessions. It's a little difficult to find at times.
- Inform the schools that are involved about schedules, names of drivers, phone numbers, etc.
- respond time not weeks out for needing information
- none to share
- More staff involvement with PD planning.
- Staff needs to interact with local districts more
- Customer Service to outside people
- Better communication to staff so we don't hear about changes that affect us from community members.
- ???
- I would appreciate meetings to be more conversational around the heart of the work we do and less compliance driven.
- Continue availability and collaboration with others
- Offer more time for OT, PT, etc to be in each elementary building. I have questions, concerns, etc., but due to the extreme caseloads these individuals hold, it seems almost impossible for them to find a time in their day to help me or do observations. It is not fair to the students who need their support, the teachers, or to them!
- More input from locals on decisions that impact our districts

- Keep doing what you're doing. The fact that you were able to pass a millage last year tells me that you have the support of the community because of the great job you're doing.
- More instructional leaders who are current in the content areas
- More timely feedback (with specific correction measures) from the EC Specialist that is monitoring classroom practices.
- More Understanding of the Local Culture Through Relationship Building Opportunities Connecting Character EDU, Religious Entities/Congregations & Serving the Real Needs of Families with a Balance Between Compassion & Personal Accountability/Responsibility
- Nothing
- Have higher standards and a better system of evaluating school psychologists.
- Have less teacher consultants that "tell" people what to do and more hands on in class supports for students to improve learning.
- Less admin positions and more team members in the locals.
- Don't lie to parents and don't try to convince the adults of the program that they want their days cut down when they don't.
- Get more handouts on everything
- Show us the data that supports the current programs and data that supports that other ideas and/or programs would not work.
- Please review work loads and hire appropriately.
- More programs for special education:)
- I feel the ISD could close and each local could join an adjoining county ISD. Michigan needs to begin reducing ISD and regionalize these programs. There is not a need for a 7 school ISD. I know this is not as easy as just stating, but if the ISD is not able to join with another county it is time to really review it's value, or lack of value. It is time to have the hard conversation. Coming from another ISD, I see the value they give to their locals for special ed, and especially for curriculum support. It is no wonder that MAISD schools are not growing academically as the other local ISD schools around us, there is little to no support and it shows. Hopefully, Advanc-ed will see this in the data.