Universal Service Funding
Schools & Libraries Program (E-rate)

2012 SURVEY OF E-RATE APPLICANTS

Conducted
May 25, 2012 – June 21, 2012

Report Release Date
October 8, 2012

FUNDS FOR LEARNING
YOUR E-RATE GUIDES

Table of Contents

Table of Appendices

Appendix A: Detailed Response Data

Appendix B: Survey Comments

Appendix C: Applicant Survey Response Form

About the E-rate Discount Program

Universal Service Funding for Schools and Libraries, commonly referred to as the E-rate program, provides discounts to eligible entities in the United States towards the purchase of goods and services necessary to connect students and library patrons to the Internet.

About Funds For Learning, LLC

Funds For Learning, LLC, (FFL) is an advocate for the use of educational technologies and student Internet access. Formed in 1997, FFL is a professional services firm that focuses on E-rate funding management and compliance support. Each year, FFL's work directly supports millions of students throughout America.

Professional Standards of Conduct

Funds For Learning, LLC, (FFL) has established and implemented several self-imposed professional consulting standards for our firm and its employees. Although no formal regulation exists governing E-rate consultants, FFL voluntarily complies with the following Code of Conduct, Code of Ethics, and Code of Client Confidentiality.

CODE OF CONDUCT

FFL understands that conflicts of interest or the appearance of impropriety can negatively impact customer trust and/or E-rate application success. Therefore, FFL has a comprehensive Code of Conduct to which its staff complies. Below are several key elements of this code:

- FFL does not sell or offer any E-rate eligible services
- FFL does not have a SPIN (Service Provider Identification Number)
- FFL does not prepare technology plans.
- FFL does not advise clients on what technology to procure or from whom to purchase it.
- FFL does not receive payment from service providers based on their sales to applicants.

FFL first developed a formal, internal code of conduct in 2002; and, in 2004, FFL became the first E-rate consultancy to publish a code of conduct and to submit itself to public accountability in this manner.

CODE OF ETHICS

FFL is a founding member of the E-rate Management Professionals Association (E-mpa®). This association has developed a comprehensive Code of Ethics for E-rate consulting firms. This Code of Ethics is based on similar codes established for Certified Public Accountants. As a member of E-mpa®, FFL agrees to comply with the E-mpa® Code of Ethics.

CODE OF CLIENT CONFIDENTIALITY

FFL places a high-value on client confidentiality. FFL employees frequently receive confidential information from client customers. FFL does not share that information with other parties. Furthermore, as a condition for employment, each FFL staff member agrees to and signs a strict client confidentiality agreement.

EXECUTIVE SUMMARY

In the spring of 2012, an online survey was conducted of schools who receive funding via the federal E-rate discount program. Approximately 3% of E-rate applicants responded to the survey. This group represented a cross-section of school sizes, locations and E-rate discount levels that closely mirrors the distribution of the overall population of E-rate applicants.

Among respondents, there is a consensus that schools are dependent on E-rate funding for Internet access and telecommunications. 90% of survey respondents state that the E-rate program is critical to their success and a majority expressed concern over the lack of adequate funding for the program.

- Most applicants currently require, or soon will, updated communications infrastructure to meet the growing demands for connectivity placed on their networks. This demand is driven in large measure by an increased need for wireless access and telephony services.

- Fewer than 15% of applicants believe that their Internet access and communications infrastructure is adequate to meet educational needs in the near future.

- On-campus wireless connectivity is a priority. 88% of applicants expect e-textbooks and "bring your own device" (BYOD) initiatives to increase network demands. When provided with a choice of popular technology initiatives, 42% view wireless access as most important.

- Applicants ranked four characteristics of the E-rate program. Most important: predictability of funding (38%), followed by amount of funding (36%), speed of funding (19%), and flexibility of funding (7%).

- When asked to consider E-rate process improvements, a large portion of applicants (37%) supported a new "EZ" type application over other changes, such as a simple discount calculation.

Survey respondents would like the FCC to focus on increasing the amount of available E-rate funding. In addition to that, respondents expressed a strong desire for the FCC to set a permanent filing window date. When considering potential solutions to the upcoming shortfall in E-rate funding for telecommunications and Internet access, respondents clearly judged two ideas as most effective:

- Create a P1 discount threshold that would exclude lower discount applicants from funding (39%)

- Lower the discount rates for all applicants in order to "stretch" funding further (34%)

In their comments, survey respondents expressed gratitude for the E-rate program, and, overall, they indicated a desire for a simplified, more predictable program that can assist them in providing increasing levels of student Internet connectivity.

ABOUT THE SURVEY

In 2012, Funds For Learning, LLC conducted a survey of E-rate applicants, asking them to share their opinions about their technology priorities in light of the rising demand for E-rate funds. The survey included ten questions designed to provide feedback to FCC policy makers and the program administrator, USAC.

A total of 636 applicants responded to the survey. Along with their survey responses, 434 respondents identified the school that they represented, allowing for additional statistical comparisons of their response with E-rate funding request data.
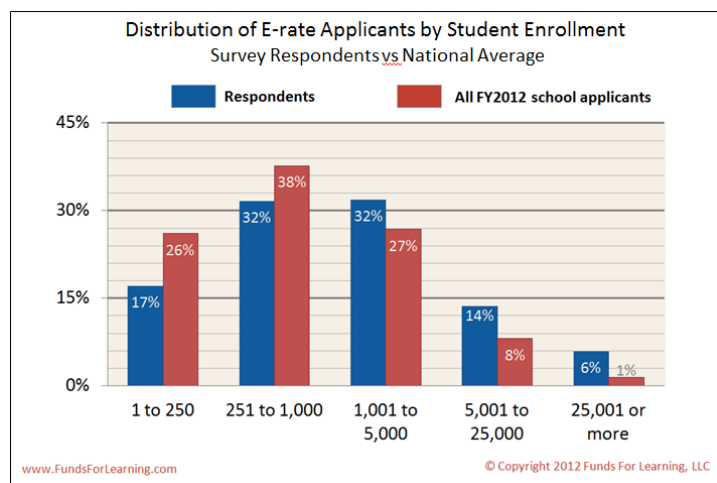
COMPARING RESPONDENTS TO OVERALL E-RATE POPULATION

Highlights from the statistical analysis include:

- Based on Funding Year 2012 E-rate funding request data, the 434 applicant entities included in the statistical analysis served a total of 3.88 million students.

- Respondents ranged in size from 17 students to more than 100,000 students.

- The student enrollment of respondents closely follows the distribution of the overall E-rate population. For example, 32% of the respondents have a student enrollment of 251 to 1,000 students. By comparison, 38% of all FY2012 E-rate school applicants have similar enrollments.

- Respondents had an average FY2012 E-rate discount rate of 73%, slightly more than the national average of 69%.

The table and chart below compare several of the key statistics between the survey respondents and the overall pool of E-rate applicants in FY2012.

	Average Survey Respondent	Average E-rate Applicant
Count of students	1,032	586 (median)
Discount Rate (FY2012)	73%	69%
Submitted only P1 requests (FY2012)	53%	69%
Received some P2 (FY2009-FY2011)	39%	27%
Use consultant	9%	35%

Distribution of E-rate Applicants by Student Enrollment
Survey Respondents vs National Average

Respondents / All FY2012 school applicants

Enrollment	1 to 250	251 to 1,000	1,001 to 5,000	5,001 to 25,000	25,001 or more
Respondents	17%	32%	32%	14%	6%
All FY2012 school applicants	26%	38%	27%	8%	1%

www.FundsForLearning.com   © Copyright 2012 Funds For Learning, LLC

It should be noted that there were a few deviations between the general E-rate population and the survey respondents.

- Respondents had an average of 1,032 students, versus the national median of 532 students.

- Survey respondents were somewhat more likely to submit a P2 funding application.

- 39% of survey respondents had received a P2 funding commitment in the past 3 funding years, whereas the national average is 27% for the same time period.

- 9% of survey respondents use a consultant, compared to a national average of 35%.

The student enrollment of the respondents roughly mirrored the distribution of all schools that participate in the program. While lacking the rigor of a truly scientific survey, the general distribution of the enrollment sizes and participation rate of respondents versus the general E-rate population indicates that the survey results may serve as a good indicator for the thoughts and opinions of the overall E-rate community.

NOTE: The national data analysis of all school applicants is based on FY2012 school and school district applications. The information was compiled based on data available from E-rate Manager® and is current as of October 8, 2012.

ORGANIZATION OF REPORT

The remainder of this report provides the specific results from each question. The questions have been grouped into five sections:

1) How significant is E-rate funding for your school? (Q7)

2) Rank the importance of predictability, speed, amount, and flexibility of E-rate funding (Q1)

3) Describe your current technology use and plans for the future (Q4, Q6, and Q8)

4) How should the E-rate program be changed? (Q3, Q9, Q10)

5) For which services is it most important to receive E-rate funding? (Q2 and Q5)

Each section includes a question(s) summary, numerical results, and analysis.

APPENDICES

More detailed numerical results are included in **Appendix A: Detailed Response Data**. Survey respondents were given the opportunity to provide freeform written comments and responses. These are provided in **Appendix B: Survey Comments**; and, the entire online survey is provided in **Appendix C: 2012 Applicant Survey**.

HOW SIGNIFICANT IS E-RATE FUNDING FOR YOUR SCHOOL?

Survey question seven asked applicants to respond to a series of eight agree or disagree statements regarding the importance, historical success, and future growth of the E-rate program.

QUESTIONS AND RESPONSES

Statement	Agree	Disagree
The E-rate program is critical to our success.	554 (94%)	38 (6%)
Job done. The E-rate has fulfilled its purpose.	189 (32%)	400 (68%)
The E-rate program is adequately funded.	184 (31%)	401 (69%)
Our buildings are wired. Eliminate Priority Two (Internal Connections and Basic Maintenance) and focus on Priority One (Telecom and Internet Access).	308 (52%)	279 (48%)
Our Internet connectivity is adequate for our current needs.	239 (41%)	350 (59%)
We currently allow, or plan to allow, after-hours community use of our technology resources.	257 (44%)	330 (56%)
E-textbooks and "BYOD" will increase our demand for E-rate funded goods and services.	517 (88%)	69 (12%)
We rely on E-rate funding for basic maintenance support of our technology infrastructure.	263 (45%)	325 (55%)

Each of the questions above is designed to provide insight into a specific aspect of the E-rate program. Each question is provided below, along with an explanation of how that question relates to the E-rate program.

1. **The E-rate program is critical to our success.**

   This question highlights the importance of E-rate program funding to applicants. Over 90% of respondents indicated that E-rate funds were critical for the success of their school or library.

2. **Job done. The E-rate has fulfilled its purpose.**

   While some applicants agree that the E-rate program is fulfilling its originally stated purpose, 68% of those who responded to the question indicated that they believe the job is *not* done.

3. **The E-rate program is adequately funded.**

    Approximately 70% of respondents believe that the annual amount of funds available for distribution via the E-rate program is inadequate. In Funding Year 2012, the annual funding cap was set at $2.338 billion, less than half of the total requested.

4. **Our buildings are wired. Eliminate Priority Two (Internal Connections and Basic Maintenance) and focus on Priority One (Telecom and Internet Access).**

    Opinion was split on the question of eliminating the Priority Two funding categories (equipment purchases and maintenance) in favor of funding connectivity services exclusively. Just over 50% of those who responded to the question supported the elimination of Priority Two funding.

5. **Our Internet connectivity is adequate for our current needs.**

    The E-rate program provides applicants with discounts on the purchase of Internet bandwidth. 59% of those who responded to the question indicated that their current level of Internet connectivity is not adequate for their needs and demand.

6. **We currently allow, or plan to allow, after-hours community use of our technology resources.**

    The FCC's *Sixth Report and Order* gave applicants the authority to allow members of the community (who would otherwise be classified as ineligible users) to make use of E-rate discounted connectivity and infrastructure services at school locations during non-operating hours (evenings, weekends, and holidays.) 44% of the applicants who responded to this question indicated that they allow after-hours community use.

7. **E-textbooks and "BYOD" will increase our demand for E-rate funded goods and services.**

    Almost 90% of those who responded to this question indicated that they expect that their need for connectivity and infrastructure services will increase as they adopt digital textbook and bring-your-own-device (BYOD) initiatives.

8. **We rely on E-rate funding for basic maintenance support of our technology infrastructure.**

    The E-rate program provides discounts on the basic repair, upkeep, and support of eligible voice, video, and data distribution infrastructure. Approximately 45% of the respondents indicated that they currently receive E-rate discounts on infrastructure maintenance services.

ANALYSIS

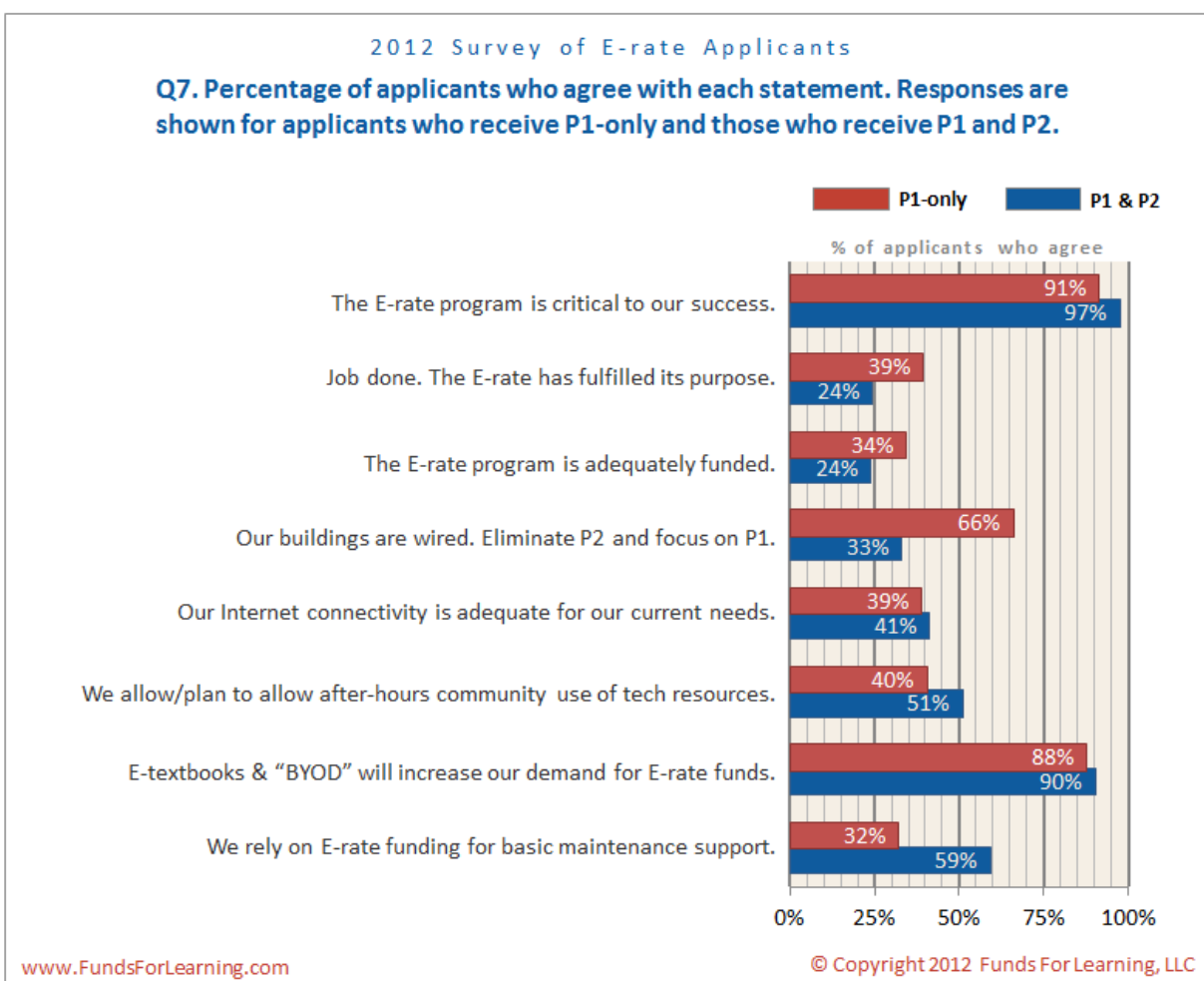Overall, there is consensus that schools depend on E-rate funding for telecommunications and Internet access in their classrooms - and that more E-rate funding is needed. There is almost complete agreement (90%+) that the E-rate program is critical to schools and nearly all respondents believe that e-textbooks and "bring your own device" technology will increase future demand for E-rate funding.

In reviewing the consistency of these responses across different types of applicants, there was generally a high degree of consistency, regardless of school size or E-rate discount level. However, two of the eight statements did illicit significantly different responses.

- 66% of applicants receiving only P1 funding agreed with the statement "Our buildings are wired. Eliminate P2 and focus on P1." However, only 33% of applicants who receive P2 funding agreed.

- By a similar but opposite margin, 59% of applicants receiving P2 support indicated that they rely on basic maintenance support, whereas only 32% of P1-only applicants indicated a reliance on basic maintenance.

It stands to reason that applicants who currently receive P2 funding rely on it and would not choose to eliminate it. What is perhaps more surprising is that one-third of applicants who do *not* currently receive P2 funding still support it.

Below is a graph illustrating the percentage of applicants who agreed with each statement. The responses are delineated between P1-only applicants and applicants who receive P2 funding.

2012 Survey of E-rate Applicants

Q7. Percentage of applicants who agree with each statement. Responses are shown for applicants who receive P1-only and those who receive P1 and P2.

P1-only   P1 & P2

% of applicants who agree

Statement	P1-only	P1 & P2
The E-rate program is critical to our success.	91%	97%
Job done. The E-rate has fulfilled its purpose.	39%	24%
The E-rate program is adequately funded.	34%	24%
Our buildings are wired. Eliminate P2 and focus on P1.	66%	33%
Our Internet connectivity is adequate for our current needs.	39%	41%
We allow/plan to allow after-hours community use of tech resources.	40%	51%
E-textbooks & "BYOD" will increase our demand for E-rate funds.	88%	90%
We rely on E-rate funding for basic maintenance support.	32%	59%

www.FundsForLearning.com   © Copyright 2012 Funds For Learning, LLC

RANK PREDICTABILITY, SPEED, AMOUNT, AND FLEXIBILITY OF FUNDING

Survey question one asked applicants to rank four aspects of the E-rate funding process:

- **Predictability** of funding (i.e., knowing exactly how much E-rate funding your organization can count on receiving each year)

- **Speed** of funding decision (i.e., receiving a funding commitment decision no later than July 1)

- **Amount** of funding commitment (i.e., receiving as much E-rate funding as possible)

- **Flexibility** to prioritize your own funding requests, if USAC does not have enough money to fund all of them (e.g., assigning higher priority to internal connections than to telecom services)
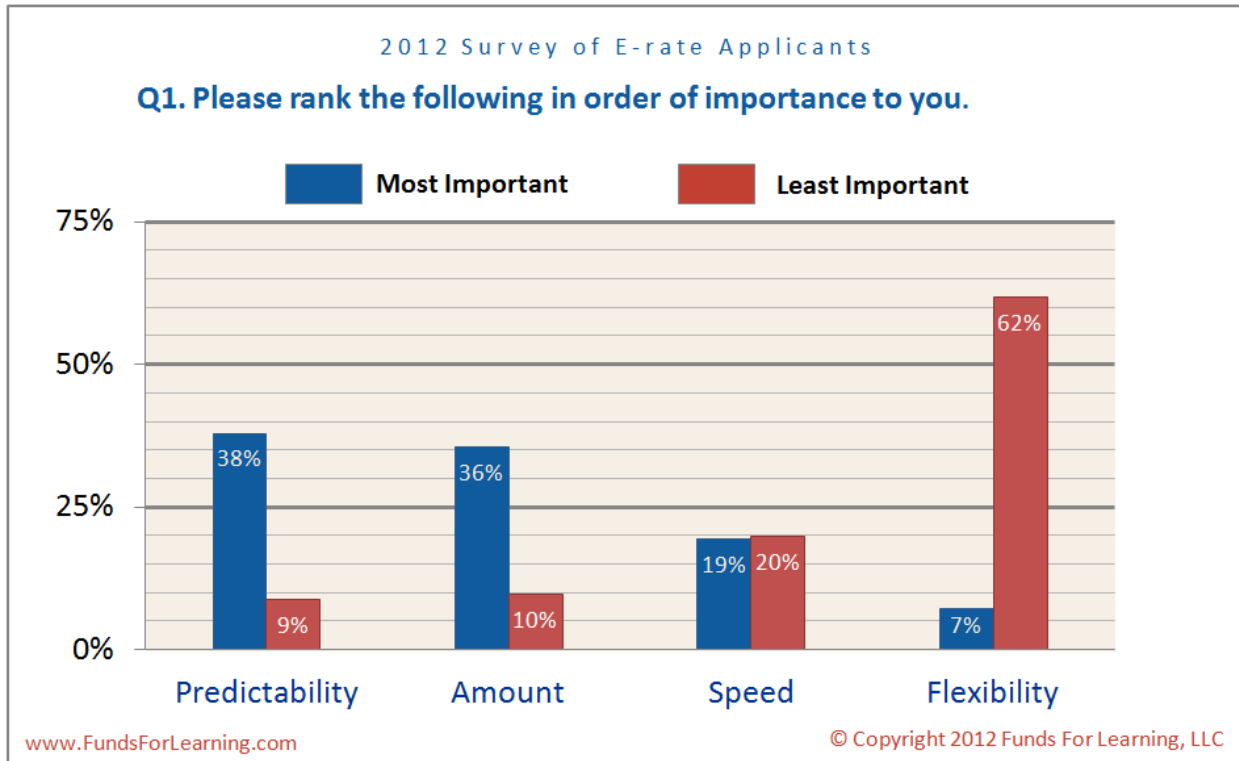
QUESTIONS AND RESPONSES

Aspect of E-rate Funding Process	Most Important	Least Important
Predictability of Funding	237 (38%)	55 (9%)
Speed of Funding Decision	123 (19%)	124 (20%)
Amount of Funding Commitment	223 (36%)	60 (10%)
Flexibility of Funding Commitment	45 (7%)	389 (62%)

ANALYSIS

More respondents indicated that the **predictability** of funding was most important, followed closely by the **amount** of funding. Speed and flexibility were ranked much lower.

Being able to predictably count on E-rate funding is consistent with applicants' need to plan projects, budget funds, install adequate network capacity, and so on.

It is important to note that these responses measure the relative value of these factors. The results do not necessarily indicate that speed of decisions and flexibility of spending are inconsequential to applicants; instead, it demonstrates that, when forced to choose, these factors have a lower value to applicants than do predictable funding amounts and more funding.

2012 Survey of E-rate Applicants

Q1. Please rank the following in order of importance to you.

www.FundsForLearning.com   © Copyright 2012 Funds For Learning, LLC

DESCRIBE YOUR CURRENT TECHNOLOGY USE AND PLANS FOR THE FUTURE

Survey questions four, six, and eight asked applicants to rank the readiness of their existing infrastructure, the importance of certain types of technology initiatives for the future, and what changes they anticipate for their budgets for Priority 1 services five years from now.

QUESTIONS AND RESPONSES

Question four asked applicants to estimate changes to their telecommunications and Internet budget over the next five years. Respondents could choose from the following responses:

- Down significantly (down more than 10%)

- Down slightly (down less than 10%)

- About the same

- Up slightly (up less than 10%)

- Up significantly (up more than 10%)
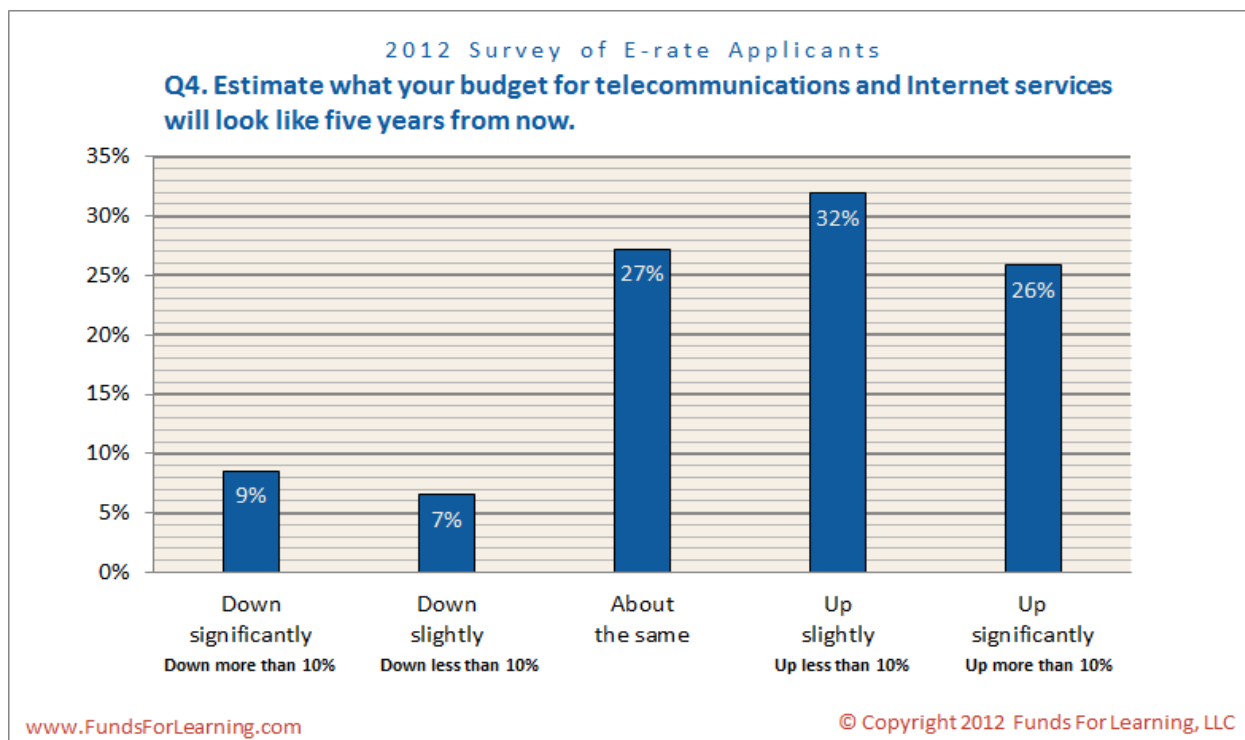
Question six asked applicants to rank four technology initiatives over the next three years:

- Enhancing wireless LAN connectivity in buildings

- Installing additional network cabling and related infrastructure at existing sites

- Increasing WAN and Internet bandwidth to sites

- Adding connectivity for students or library patrons off campus or after hours
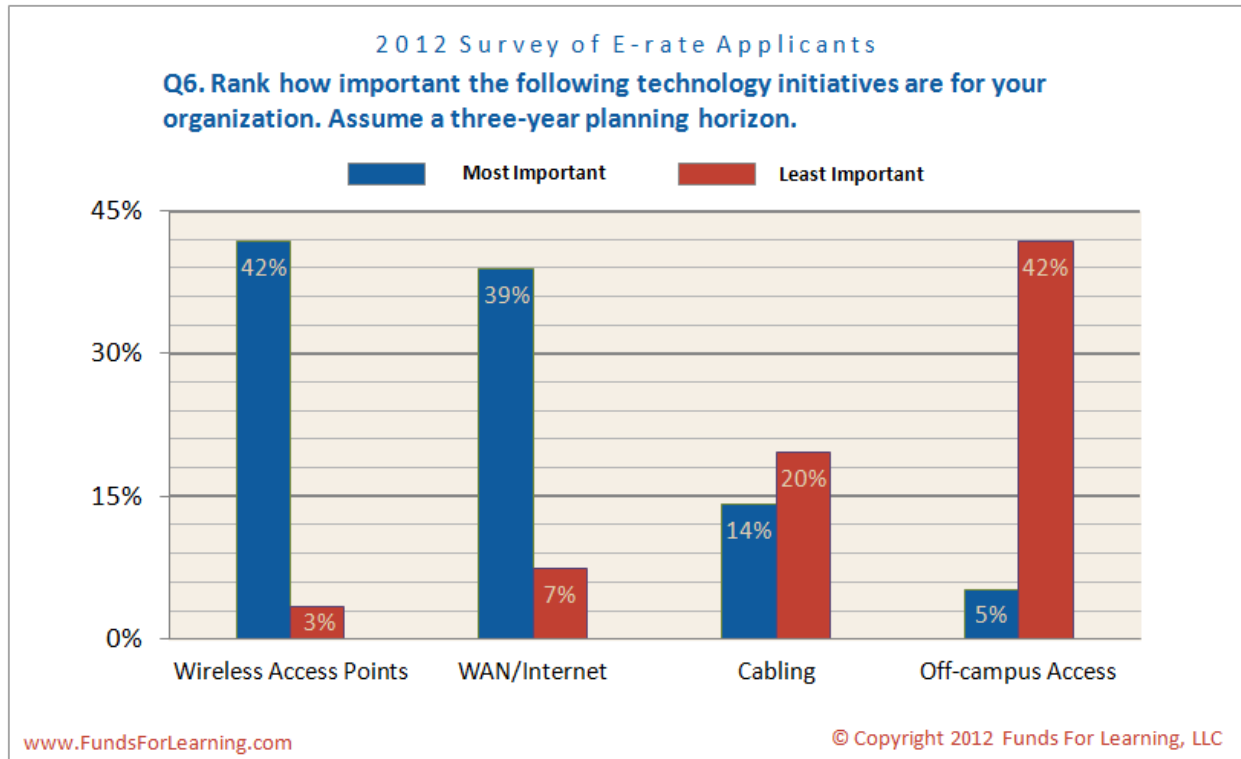
Question eight asked applicants to describe their telephony, data, and wide area network infrastructure as "ready for tomorrow", "current", or "lagging".

ANALYSIS

E-rate funding requests for Priority 1 services (telecommunications and Internet access) have risen steadily over the past five years, from $1.8 billion in F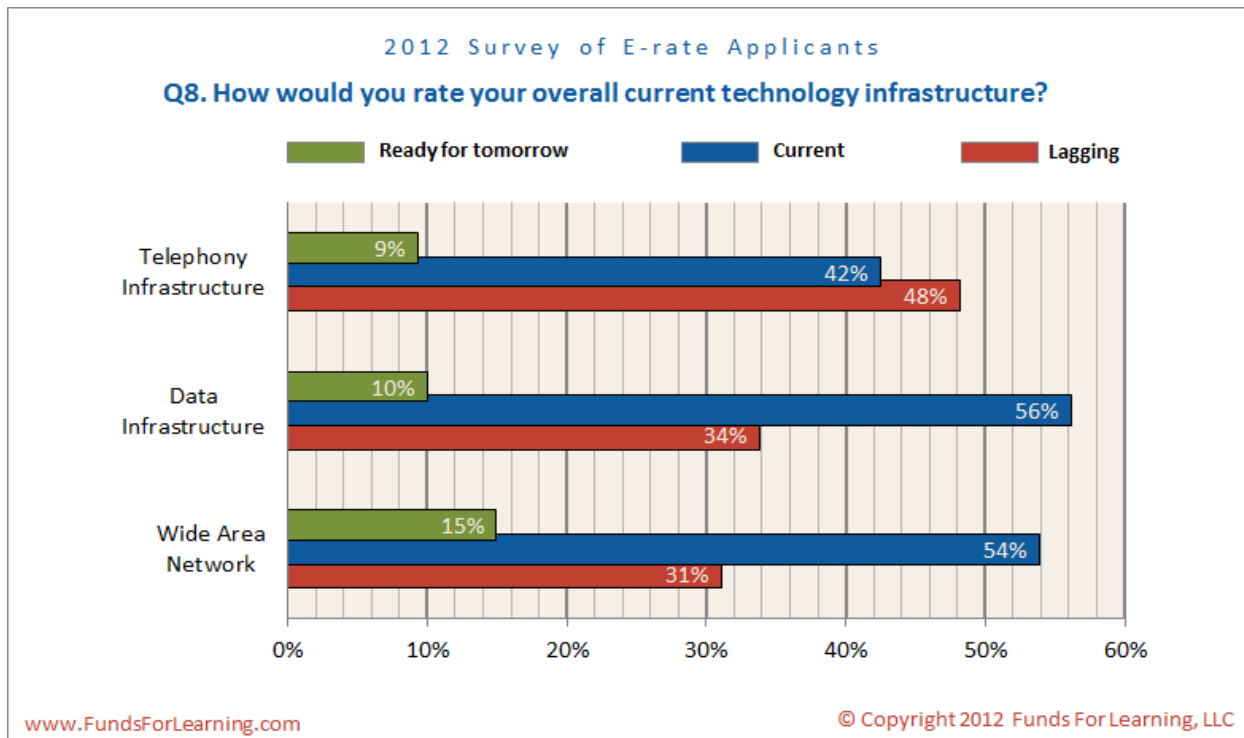unding Year 2008 to $2.4 billion in Funding Year 2012. Responses to question four would suggest that applicants believe this trend will continue, with only 16% of respondents estimating that their budgets for Priority 1 services will be lower than their current level five years from now.

Wireless LAN connectivity scored highly among choices for technology initiatives over the next three years, with 42% of respondents placing a high emphasis on wireless projects. Providing off-campus access to school resources was given the lowest importance among survey applicants, with only five percent of applicants ranking this choice as more important than the others over the next three years.

Approximately one-third of respondents indicated that their data and WAN infrastructures were lagging, with almost half reporting that their telephony infrastructure is not up to current standards. While a small percentage of applicants report that their infrastructures are ready for the future, it is clear that continued support of applicant telephony, data, and WAN infrastructure will be critical for applicants' future success.

HOW SHOULD THE E-RATE PROGRAM BE CHANGED?

Survey questions three, nine, and ten asked applicants to share their opinions about potential changes to the rules, regulations, and processes of the E-rate program.

QUESTIONS AND RESPONSES

Question three asked applicants to rank five potential solutions to address a potential shortfall in E-rate funding:

- Create a Priority 1 discount threshold similar to the current Priority 2 discount threshold (i.e., fund 90% requests first, 89% next and so on until funding runs out).

- Lower across the board the discount matrix for Priority 1 services (e.g., 90% to 85%, 80% to 75% and so on).

- Define technical limits for funding, such as no funding for Internet access faster than 10Mbps.

- Remove certain telecommunications and Internet services from the eligible services list.

- Issue funding on a first-come, first-served basis until funds are depleted each year.

2012 Survey of E-rate Applicants

Q3. Soon, the demand for E-rate funding for Priority One Services is likely to exceed the amount of funding available. To address this shortfall, how would you rank the following in terms of their potential effectiveness?

www.FundsForLearning.com   © Copyright 2012 Funds For Learning, LLC
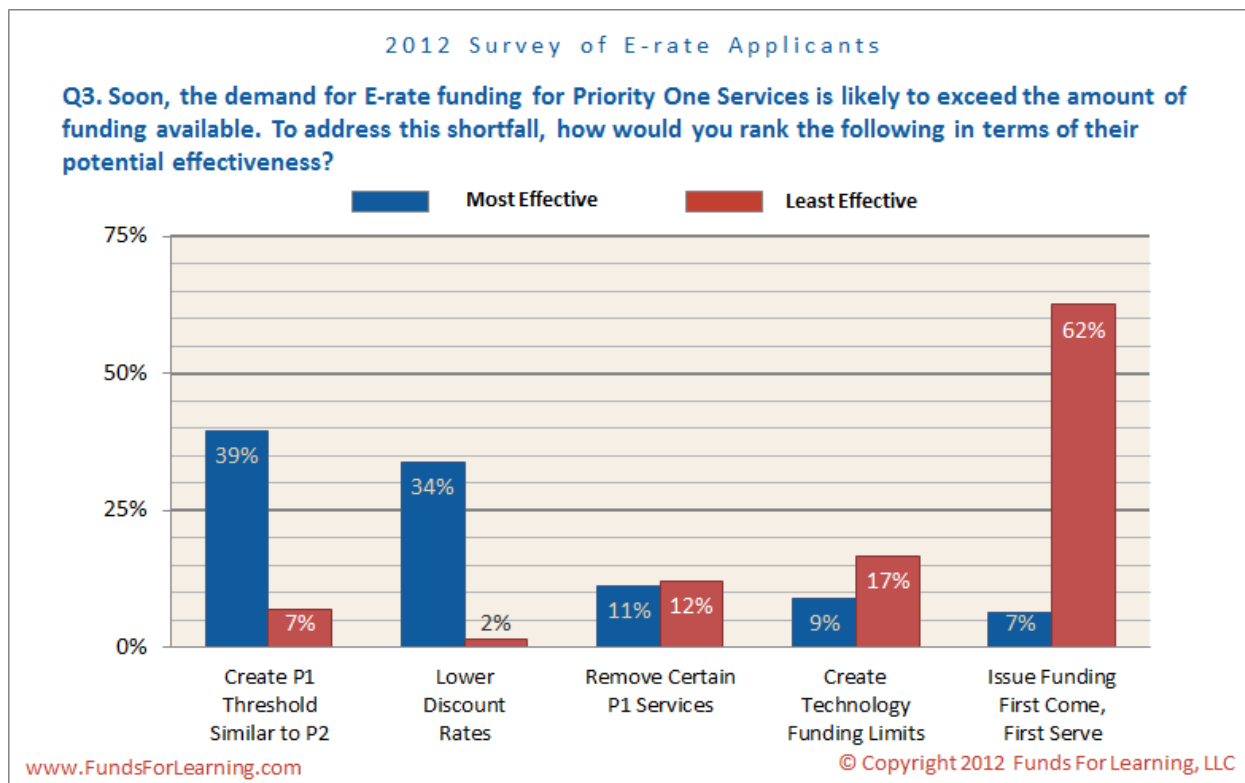
Question nine asked applicants to rank six potential changes to the E-rate program:

- Create a "Form 471 EZ" for simple applications

- Allow single, 3-year Form 471 application for multi-year contracts (i.e., one Form 471 required for a 3-year contract; services will receive funding in years two and three only if funding is available)

- Remove the Form 470 requirement (i.e., only follow your local procurement process)

- Require a technology plan for all major expenditures, regardless of category of service

- Calculate a single discount rate for your organization that applies to all purchases

- Send BEAR reimbursements directly to applicants rather than via a service provider
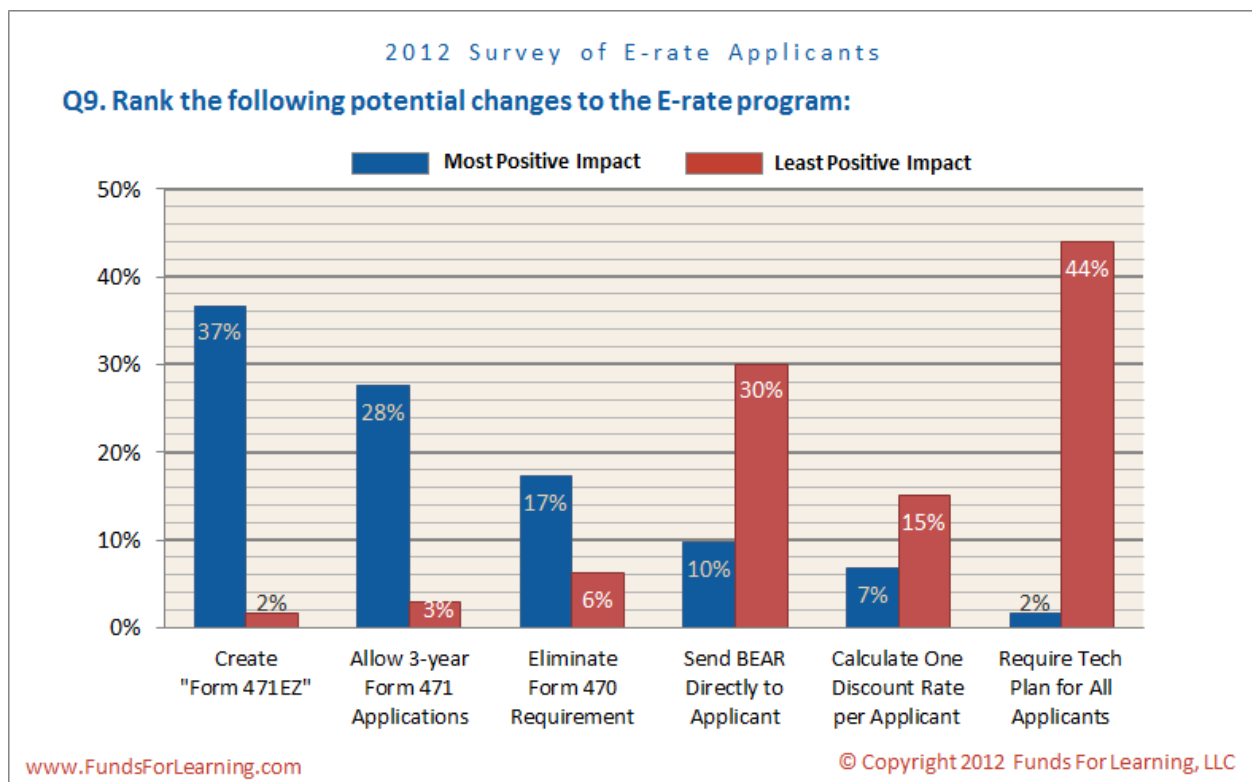
Question ten asked applicants to rank the importance of five potential FCC actions.

- Clarify E-rate "Gift" rules

- Expand the "Learning on the Go" EDU Pilot Project

- Reallocate USF funds to increase funding for the Schools and Libraries (E-rate) USF program

- Set an annual date for the Form 471 filing window deadline (similar to April 15 tax deadline)

- Revise E-rate discount matrix

2012 Survey of E-rate Applicants

Q10. Please rank how important you think it is for the FCC to take the following actions.
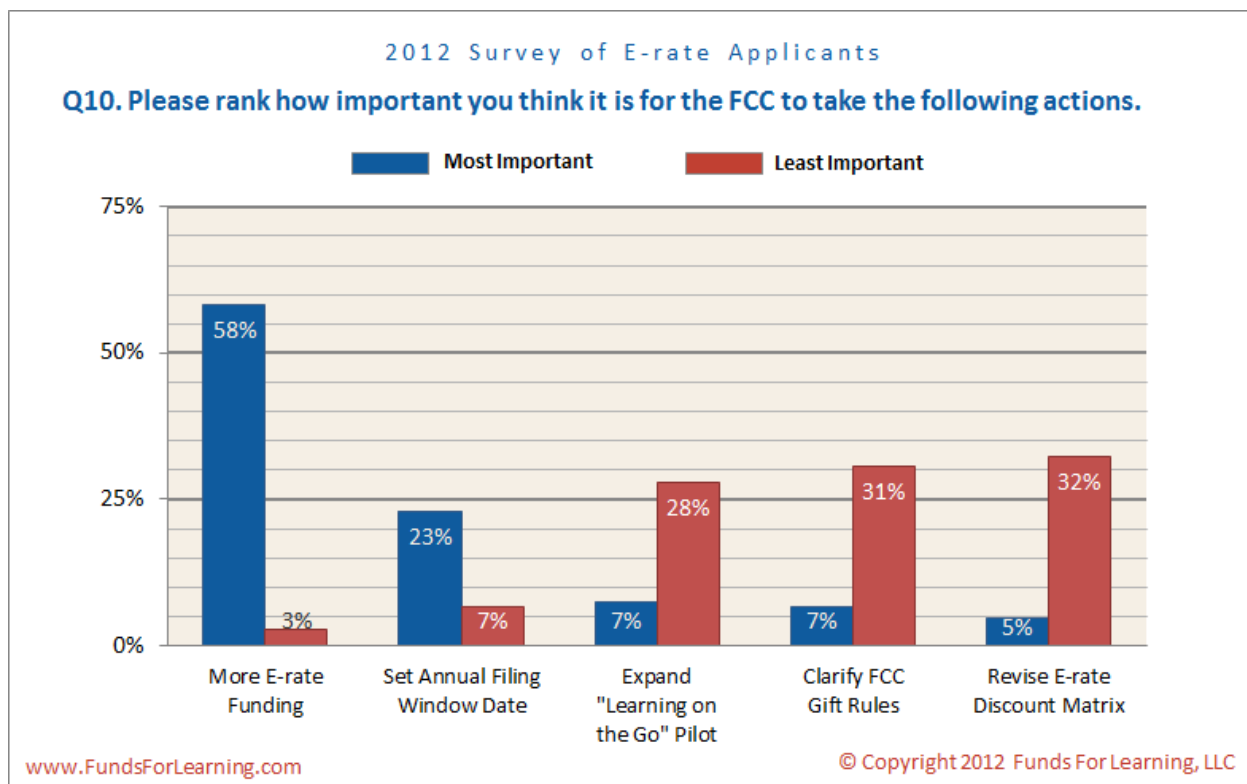
ANALYSIS

Almost 60% of the applicants who responded to the survey stated that the FCC should focus on increasing the amount of funding available in the E-rate program. When asked about potential solutions for a scenario where Priority 1 demand exceeds available funding, majority opinion was split between establishing a Priority 1 threshold (similar to the Priority 2 threshold system currently in place) and adjusting the discount matrix to lower the available discount on eligible services. Responses indicate that removing eligible services or placing limitations on the amount of funding for certain types of projects are believed to be of negligible impact.

Survey respondents also indicated that simplification of E-rate forms is one of the most effective ways to positively impact the program. 37% of respondents favored the creation of a simpler "Form 471 EZ" application, and 28% of applicants liked the idea of a Form 471 application that was good for three years. In addition, 23% of respondents ranked a fixed filing window deadline as the most important FCC goal.

The responses to these questions, as well as applicant responses to question 1, show that applicants overwhelmingly favor a stable, streamlined, and predictable funding source and application process.

WHICH SERVICES ARE MOST IMPORTANT TO RECEIVE E-RATE FUNDING?

Survey questions two and five asked applicants how they would prioritize the use of funding for certain types of services, as well as which E-rate funding categories are most important to their organization.

Questions and Results

Question two asked applicants how they would choose to spend their E-rate funding if they could guarantee at least some funding each year. Applicants ranked the following choices:

- Purchasing internal connections for any site, regardless of its discount rate

- Annual maintenance of internal connections

- Leased Wide Area Network to all sites

- Internet bandwidth and hosted/cloud services

- Local and long distance telephone service

- Cellular phone service for qualified users
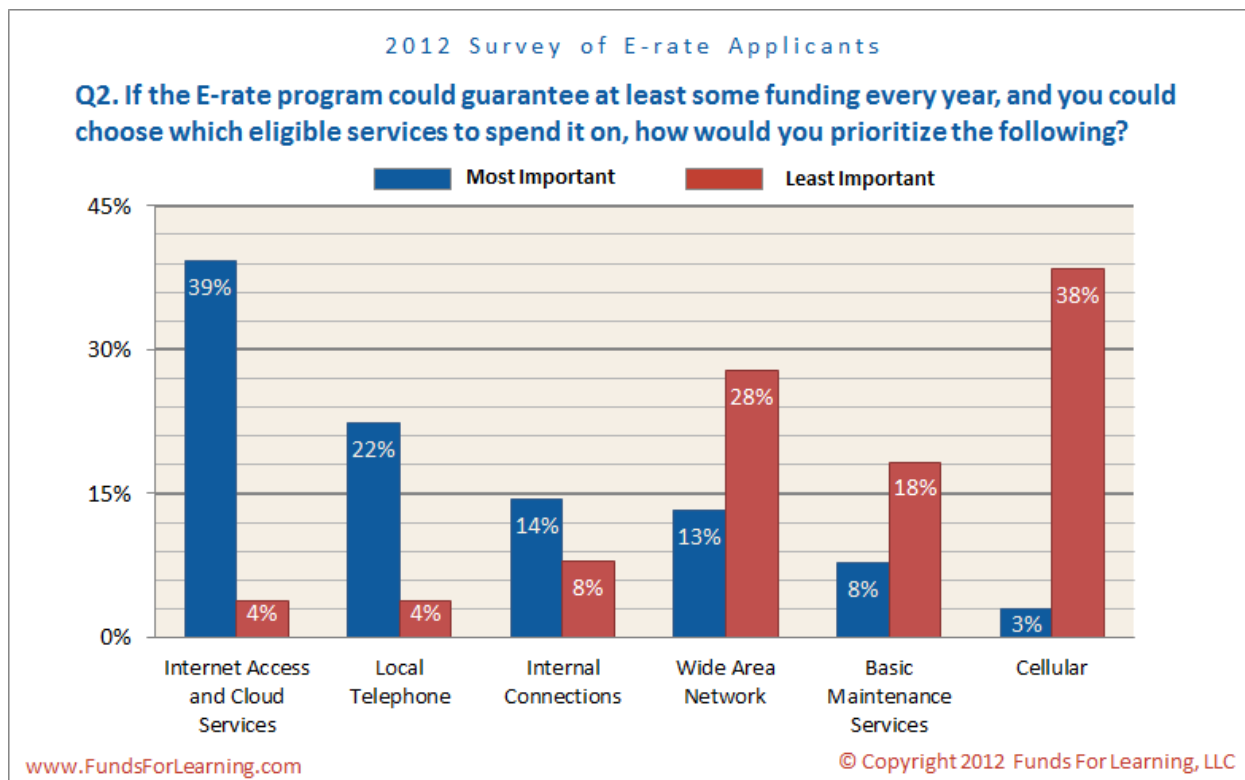
Question five asked applicants which category they would pick (telecommunications, Internet, internal connections, or basic maintenance) if the program was limited to only one service category.
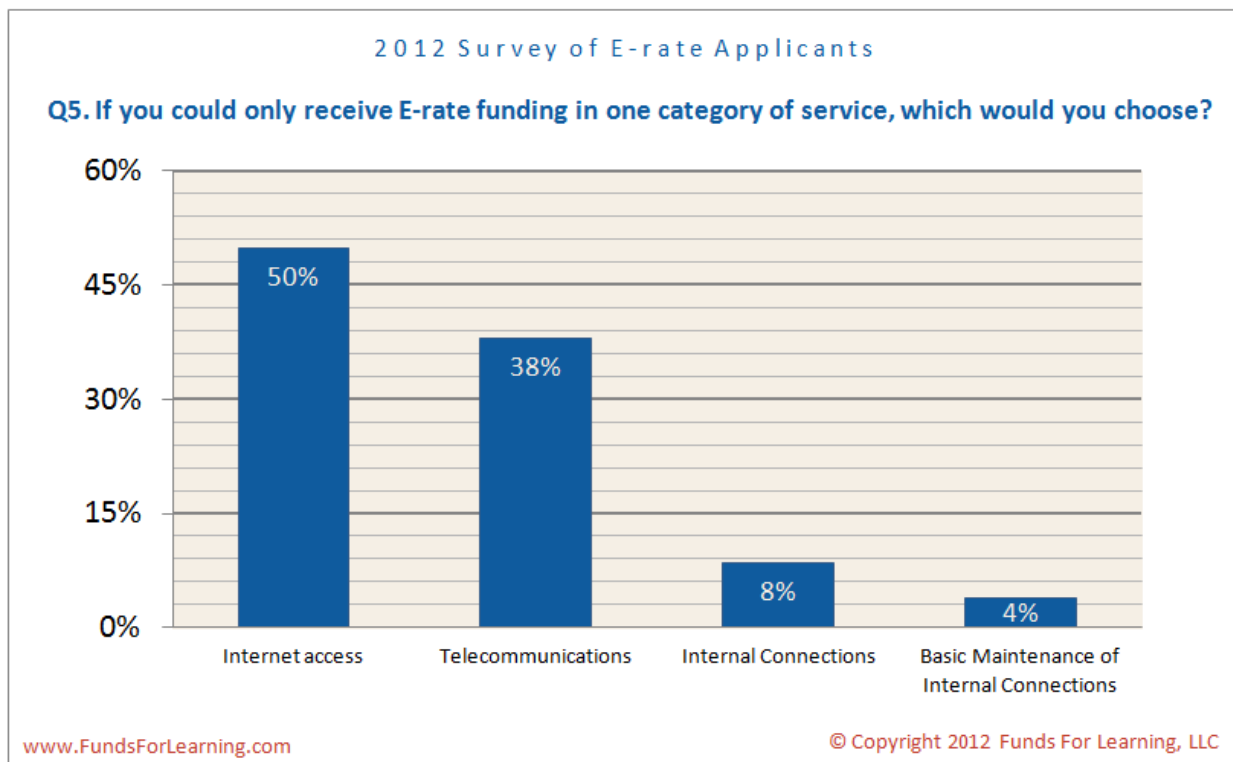
ANALYSIS

It is clear from the survey results that applicants place a high value on funding availability for Internet access services, with approximately 40% of respondents indicating that they would prioritize Internet access over other types of services. The results for questions two and five were very similar between applicants who have received Priority 2 funding within the past few years and those who have not.

While Internet access services are clearly a priority for all applicants, there was one significant variation in the responses to question two. This variation arose between applicants who have only one site and those who have multiple locations. As illustrated in the following chart, single-site applicants ranked funding for local telephone service as significantly more important than multi-site applicants. Similarly, single-site applicants ranked internal connections as less important than multi-site applicants. This disparity likely reflects the different circumstances present in a school district versus a single school. It would seem to suggest single site schools are worried about more basic connectivity requirements proportionately less than their multi-site school colleagues.

2012 Survey of E-rate Applicants

Q2. If the E-rate program could guarantee at least some funding every year, and you could choose which eligible services to spend it on, how would you prioritize the following?

"Most Important" Funding by Applicant Site Count (Multi-site or Single-site)

Most Important (Multi-site Applicant)   Most Important (Single-site Applicant)

Category	Multi-site	Single-site
Internet Access and Cloud Services	40%	37%
Local Telephone	20%	35%
Internal Connections	15%	7%
Wide Area Network	14%	12%
Basic Maintenance Services	9%	6%
Cellular	3%	4%

www.FundsForLearning.com   © Copyright 2012 Funds For Learning, LLC

2012 Survey of E-rate Applicants

October 8, 2012

Funds For Learning, LLC

2575 Kelley Pointe Parkway, Suite 200

Edmond, OK 73013

405-341-4140

www.FundsForLearning.com

info@fundsforlearning.com

APPENDIX A: DETAILED RESPONSE DATA

The results below are shown in 4 groups. First, the results are shown by student count or school size. This is according to the number of students represented by the applicant. Next is Applicant Type, as applicants can represent single schools, districts, or consortia. The third chart compares applicants that use a consultant and those that do not use a consultant. The last chart shows the results according to the use of P2 funding.

QUESTION 1

Please rank the following in order of importance to you: Predictability, Speed, Amount, and Flexibility

BY STUDENT COUNT

Factor	Importance of Factor	1 to 250	251 to 1,000	1,001 to 5,000	5,001 to 25,000	25,001 or more	Overall
Predictability	Most	44.0%	36.1%	36.1%	40.9%	48.3%	**37.8%**
	Least	4.8%	8.4%	9.0%	3.0%	6.9%	**8.8%**
Speed	Most	15.5%	20.5%	16.7%	22.7%	20.7%	**19.6%**
	Least	25.0%	16.7%	25.0%	18.2%	24.1%	**19.7%**
Amount	Most	36.9%	37.2%	34.6%	33.3%	27.6%	**35.5%**
	Least	7.1%	9.6%	10.9%	9.1%	13.8%	**9.5%**
Flexibility	Most	3.6%	6.4%	12.2%	3.0%	3.4%	**7.2%**
	Least	63.1%	64.7%	55.1%	69.7%	55.2%	**61.8%**

BY APPLICANT TYPE

Factor	Importance of Factor	Single School	School District	Consortium*	Overall
Predictability	Most	43.9%	37.4%	33.3%	**37.8%**
	Least	4.9%	7.5%	12.5%	**8.8%**
Speed	Most	13.4%	19.4%	29.2%	**19.6%**
	Least	25.6%	20.7%	12.5%	**19.7%**
Amount	Most	36.6%	35.1%	33.3%	**35.5%**
	Least	7.3%	9.6%	12.5%	**9.5%**
Flexibility	Most	6.1%	8.0%	4.2%	**7.2%**
	Least	62.2%	62.0%	62.5%	**61.8%**

*Statistical variations related to the consortia type applicant are likely due to the relatively small number of respondents and are not judged to be statistically significant.

BY USE OF CONSULTANT

Factor	Importance of Factor	N	Y	Overall
Predictability	Most	38.0%	43.6%	**37.8%**
	Least	7.5%	5.1%	**8.8%**
Speed	Most	18.5%	23.1%	**19.6%**
	Least	21.4%	17.9%	**19.7%**
Amount	Most	35.6%	30.8%	**35.5%**
	Least	9.0%	12.8%	**9.5%**
Flexibility	Most	7.9%	2.6%	**7.2%**
	Least	61.9%	64.1%	**61.8%**

BY APPLICANT P2 HISTORY

Factor	Importance of Factor	P1 Only	P2 Funded	P2 Denied	Overall
Predictability	Most	37.3%	41.1%	34.1%	**37.8%**
	Least	9.0%	5.4%	4.9%	**8.8%**
Speed	Most	19.8%	17.3%	19.5%	**19.6%**
	Least	21.0%	22.2%	17.1%	**19.7%**
Amount	Most	33.9%	35.7%	41.5%	**35.5%**
	Least	7.8%	9.2%	19.5%	**9.5%**
Flexibility	Most	8.9%	5.9%	4.9%	**7.2%**
	Least	61.9%	63.2%	58.5%	**61.8%**

QUESTION 2

If the E-rate program could guarantee at least some funding every year, and you could choose whish eligible services to spend it on, how would you prioritize the following?

BY STUDENT COUNT

Services	Priority of Service	1 to 250	251 to 1,000	1,001 to 5,000	5,001 to 25,000	25,001 or more	Overall
Internal Connections	High	11.9%	15.2%	11.8%	15.2%	10.7%	**14.4%**
	Low	9.5%	4.6%	8.6%	10.6%	10.7%	**7.9%**
Basic Maintenance	High	7.1%	9.9%	8.6%	9.1%	7.1%	**7.8%**
	Low	15.5%	19.9%	13.9%	21.2%	25.0%	**18.3%**
WAN	High	7.1%	12.6%	13.9%	22.7%	14.3%	**13.1%**
	Low	33.3%	31.1%	29.1%	21.2%	25.0%	**27.8%**
Internet and Cloud Services	High	36.9%	43.0%	38.4%	36.4%	35.7%	**39.3%**
	Low	6.0%	4.0%	4.0%	4.5%	0.0%	**3.7%**
Local	High	34.5%	15.2%	24.5%	16.7%	28.6%	**22.5%**
	Low	1.2%	2.6%	3.3%	6.1%	3.6%	**3.7%**
Cellular	High	3.6%	4.0%	2.6%	0.0%	3.6%	**2.9%**
	Low	34.5%	37.7%	40.8%	36.4%	35.7%	**38.4%**

BY APPLICANT TYPE

Services	Priority of Service	Single School	School District	Consortium*	Overall
Internal Connections	High	13.6%	13.4%	4.2%	**14.4%**
	Low	2.5%	9.3%	4.2%	**7.9%**
Basic Maintenance	High	7.4%	9.3%	4.2%	**7.8%**
	Low	18.5%	16.1%	37.5%	**18.3%**
WAN	High	8.6%	14.2%	16.7%	**13.1%**
	Low	33.3%	28.4%	20.8%	**27.8%**
Internet and Cloud Services	High	38.3%	39.1%	45.8%	**39.3%**
	Low	6.2%	3.8%	4.2%	**3.7%**
Local	High	28.4%	21.6%	25.0%	**22.5%**
	Low	1.2%	3.6%	4.2%	**3.7%**
Cellular	High	3.7%	2.5%	4.2%	**2.9%**
	Low	38.3%	38.7%	29.2%	**38.4%**

*Statistical variations related to the consortia type applicant are likely due to the relatively small number of respondents and are not judged to be statistically significant.

BY USE OF CONSULTANT

Services	Priority of Service	N	Y	Overall
Internal Connections	High	13.6%	5.3%	14.4%
	Low	7.6%	10.5%	7.9%
Basic Maintenance	High	8.5%	10.5%	7.8%
	Low	17.5%	21.1%	18.3%
WAN	High	13.6%	13.2%	13.1%
	Low	29.5%	21.1%	27.8%
Internet and Cloud Services	High	38.2%	50.0%	39.3%
	Low	4.4%	2.6%	3.7%
Local	High	23.0%	21.1%	22.5%
	Low	3.0%	5.3%	3.7%
Cellular	High	3.0%	0.0%	2.9%
	Low	37.9%	39.5%	38.4%

BY APPLICANT P2 HISTORY

Services	Priority of Service	P1 Only	P2 Funded	P2 Denied	Overall
Internal Connections	High	13.9%	11.7%	12.2%	14.4%
	Low	6.0%	10.0%	9.8%	7.9%
Basic Maintenance	High	10.3%	7.8%	2.4%	7.8%
	Low	18.7%	18.4%	9.8%	18.3%
WAN	High	11.5%	17.9%	7.3%	13.1%
	Low	30.6%	26.8%	26.8%	27.8%
Internet and Cloud Services	High	41.4%	36.1%	39.0%	39.3%
	Low	4.4%	5.0%	0.0%	3.7%
Local	High	20.3%	23.3%	36.6%	22.5%
	Low	2.8%	4.4%	0.0%	3.7%
Cellular	High	2.4%	3.3%	2.4%	2.9%
	Low	37.7%	35.0%	53.7%	38.4%

QUESTION 3

Soon, the demand for E-rate funding for Priority One Services is likely to exceed the amount of funding available. To address this shortfall, how would you rank the following in terms of their potential effectiveness?

BY STUDENT COUNT

Terms	Potential Effectiveness	1 to 250	251 to 1,000	1,001 to 5,000	5,001 to 25,000	25,001 or more	Overall
Create P1 Threshold Similar to P2	Most	38.0%	44.1%	37.8%	29.2%	50.0%	**39.4%**
	Least	6.3%	4.2%	8.1%	10.8%	3.6%	**7.0%**
Lower Discount Rates	Most	36.7%	36.4%	27.5%	40.0%	32.1%	**33.9%**
	Least	0.0%	0.7%	4.0%	1.5%	0.0%	**1.7%**
Remove Certain P1 Services	Most	12.7%	9.1%	14.8%	12.3%	7.1%	**11.4%**
	Least	21.5%	9.1%	12.1%	7.7%	17.9%	**12.2%**
Create Technology Funding Limits	Most	6.3%	7.0%	12.1%	10.8%	3.6%	**8.9%**
	Least	12.7%	12.6%	18.8%	15.4%	17.9%	**16.6%**
Issue Funding First Come, First Serve	Most	6.3%	3.5%	8.1%	7.7%	7.1%	**6.5%**
	Least	59.5%	73.4%	56.4%	64.6%	60.7%	**62.4%**

BY APPLICANT TYPE

Terms	Potential Effectiveness	Single School	School District	Consortium*	Overall
Create P1 Threshold Similar to P2	Most	39.0%	39.4%	45.8%	**39.4%**
	Least	6.5%	7.1%	4.2%	**7.0%**
Lower Discount Rates	Most	33.8%	33.6%	20.8%	**33.9%**
	Least	0.0%	2.3%	0.0%	**1.7%**
Remove Certain P1 Services	Most	13.0%	11.9%	8.3%	**11.4%**
	Least	18.2%	11.6%	16.7%	**12.2%**
Create Technology Funding Limits	Most	10.4%	8.8%	12.5%	**8.9%**
	Least	7.8%	16.4%	29.2%	**16.6%**
Issue Funding First Come, First Serve	Most	3.9%	6.5%	12.5%	**6.5%**
	Least	67.5%	62.4%	50.0%	**62.4%**

*Statistical variations related to the consortia type applicant are likely due to the relatively small number of respondents and are not judged to be statistically significant.

BY USE OF CONSULTANT

Terms	Potential Effectiveness	N	Y	Overall
Create P1 Threshold Similar to P2	Most	40.9%	23.5%	**39.4%**
	Least	6.9%	5.9%	**7.0%**
Lower Discount Rates	Most	33.2%	32.4%	**33.9%**
	Least	1.9%	0.0%	**1.7%**
Remove Certain P1 Services	Most	10.9%	23.5%	**11.4%**
	Least	12.3%	20.6%	**12.2%**
Create Technology Funding Limits	Most	9.2%	8.8%	**8.9%**
	Least	15.4%	17.6%	**16.6%**
Issue Funding First Come, First Serve	Most	5.9%	11.8%	**6.5%**
	Least	63.3%	55.9%	**62.4%**

BY APPLICANT P2 HISTORY

Terms	Potential Effectiveness	P1 Only	P2 Funded	P2 Denied	Overall
Create P1 Threshold Similar to P2	Most	43.0%	36.0%	33.3%	**39.4%**
	Least	6.1%	7.6%	7.7%	**7.0%**
Lower Discount Rates	Most	34.4%	31.2%	33.3%	**33.9%**
	Least	1.6%	1.7%	2.6%	**1.7%**
Remove Certain P1 Services	Most	11.1%	12.1%	15.4%	**11.4%**
	Least	12.3%	15.6%	5.1%	**12.2%**
Create Technology Funding Limits	Most	8.2%	11.0%	7.7%	**8.9%**
	Least	13.1%	17.3%	23.1%	**16.6%**
Issue Funding First Come, First Serve	Most	3.3%	9.8%	10.3%	**6.5%**
	Least	66.8%	57.2%	61.5%	**62.4%**

QUESTION 4

Estimate what your budget for telecommunications and internet services will look like five years from now.

BY STUDENT COUNT

Outlook	1 to 250	251 to 1,000	1,001 to 5,000	5,001 to 25,000	25,001 or more	Overall
Down Significantly	11.1%	14.7%	6.0%	3.1%	7.4%	**8.5%**
Down Slightly	8.6%	4.9%	6.7%	7.8%	3.7%	**6.5%**
About the Same	27.2%	25.2%	26.2%	21.9%	29.6%	**27.2%**
Up Slightly	28.4%	28.0%	36.9%	37.5%	40.7%	**31.9%**
Up Significantly	24.7%	27.3%	24.2%	29.7%	18.5%	**25.9%**

BY APPLICANT TYPE

Outlook	Single School	School District	Consortium*	Overall
Down Significantly	26.6%	25.3%	33.3%	**27.2%**
Down Slightly	17.7%	6.8%	8.3%	**8.5%**
About the Same	6.3%	6.3%	0.0%	**6.5%**
Up Slightly	21.5%	26.1%	33.3%	**25.9%**
Up Significantly	27.8%	35.5%	25.0%	**31.9%**

*Statistical variations related to the consortia type applicant are likely due to the relatively small number of respondents and are not judged to be statistically significant.

BY USE OF CONSULTANT

Outlook	N	Y	Overall
Down Significantly	8.6%	11.4%	**8.5%**
Down Slightly	6.2%	2.9%	**6.5%**
About the Same	24.9%	37.1%	**27.2%**
Up Slightly	33.5%	34.3%	**31.9%**
Up Significantly	26.8%	14.3%	**25.9%**

BY APPLICANT P2 HISTORY

Outlook	P1 Only	P2 Funded	P2 Denied	Overall
Down Significantly	25.3%	30.2%	10.3%	**27.2%**
Down Slightly	10.6%	7.0%	5.1%	**8.5%**
About the Same	5.7%	5.8%	7.7%	**6.5%**
Up Slightly	23.7%	26.7%	35.9%	**25.9%**
Up Significantly	34.7%	30.2%	41.0%	**31.9%**

QUESTION 5

If you could only receive E-rate funding in one category of service, which would you choose?

BY STUDENT COUNT

Services	1 to 250	251 to 1,000	1,001 to 5,000	5,001 to 25,000	25,001 or more	Overall
Telecommunications	38.3%	38.2%	36.9%	40.0%	40.7%	**37.9%**
Internet Access	49.4%	47.9%	52.3%	53.8%	51.9%	**49.8%**
Internal Connections	6.2%	8.3%	8.7%	4.6%	3.7%	**8.5%**
Basic Maintenance of Internal Connections	6.2%	5.6%	2.0%	1.5%	3.7%	**3.8%**

BY APPLICANT TYPE

Services	Single School	School District	Consortium*	Overall
Telecommunications	46.8%	36.2%	41.7%	**37.9%**
Internet Access	40.5%	53.1%	45.8%	**49.8%**
Internal Connections	6.3%	7.3%	8.3%	**8.5%**
Basic Maintenance of Internal Connections	6.3%	3.4%	4.2%	**3.8%**

*Statistical variations related to the consortia type applicant are likely due to the relatively small number of respondents and are not judged to be statistically significant.

BY USE OF CONSULTANT

Services	N	Y	Overall
Telecommunications	38.8%	34.3%	**37.9%**
Internet Access	50.4%	51.4%	**49.8%**
Internal Connections	7.3%	5.7%	**8.5%**
Basic Maintenance of Internal Connections	3.5%	8.6%	**3.8%**

BY APPLICANT P2 HISTORY

Services	P1 Only	P2 Funded	P2 Denied	Overall
Telecommunications	37.4%	41.0%	33.3%	**37.9%**
Internet Access	48.8%	51.4%	56.4%	**49.8%**
Internal Connections	8.5%	4.6%	10.3%	**8.5%**
Basic Maintenance of Internal Connections	5.3%	2.9%	0.0%	**3.8%**

QUESTION 6

> How would you rate your overall current technology infrastructure?

BY STUDENT COUNT

Technology	Importance	1 to 250	251 to 1,000	1,001 to 5,000	5,001 to 25,000	25,001 or more	Overall
WLAN	Most	45.2%	43.2%	41.4%	34.3%	51.7%	**41.8%**
	Least	1.2%	2.6%	3.2%	1.5%	3.4%	**3.4%**
Cabling	Most	26.2%	10.3%	12.7%	9.0%	3.4%	**14.1%**
	Least	11.9%	21.3%	21.0%	22.4%	20.7%	**19.6%**
WAN/Internet	Most	25.0%	43.2%	38.2%	52.2%	41.4%	**38.9%**
	Least	9.5%	8.4%	7.6%	3.0%	13.8%	**7.4%**
Off-Campus	Most	3.6%	3.2%	7.6%	4.5%	3.4%	**5.2%**
	Least	77.4%	67.7%	68.2%	73.1%	62.1%	**69.6%**

BY APPLICANT TYPE

Technology	Importance	Single School	School District	Consortium*	Overall
WLAN	Most	50.0%	40.8%	37.5%	**41.8%**
	Least	1.2%	2.9%	4.2%	**3.4%**
Cabling	Most	19.5%	11.1%	4.2%	**14.1%**
	Least	7.3%	23.1%	12.5%	**19.6%**
WAN/Internet	Most	29.3%	41.9%	58.3%	**38.9%**
	Least	8.5%	7.4%	4.2%	**7.4%**
Off-Campus	Most	1.2%	6.1%	0.0%	**5.2%**
	Least	82.9%	66.6%	79.2%	**69.6%**

*Statistical variations related to the consortia type applicant are likely due to the relatively small number of respondents and are not judged to be statistically significant.

By Use of Consultant

Technology	Importance	N	Y	Overall
WLAN	Most	42.9%	33.3%	**41.8%**
	Least	2.9%	0.0%	**3.4%**
Cabling	Most	11.9%	15.4%	**14.1%**
	Least	20.2%	15.4%	**19.6%**
WAN/Internet	Most	40.0%	48.7%	**38.9%**
	Least	7.0%	12.8%	**7.4%**
Off-Campus	Most	5.2%	2.6%	**5.2%**
	Least	69.9%	71.8%	**69.6%**

By Applicant P2 History

Technology	Importance	P1 Only	P2 Funded	P2 Denied	Overall
WLAN	Most	42.2%	41.1%	46.3%	**41.8%**
	Least	2.7%	3.2%	0.0%	**3.4%**
Cabling	Most	13.6%	10.8%	9.8%	**14.1%**
	Least	19.4%	19.5%	24.4%	**19.6%**
WAN/Internet	Most	39.9%	42.2%	39.0%	**38.9%**
	Least	8.1%	7.0%	4.9%	**7.4%**
Off-Campus	Most	4.3%	5.9%	4.9%	**5.2%**
	Least	69.8%	70.3%	70.7%	**69.6%**

QUESTION 7

Do you agree or disagree with the following statements?

BY STUDENT COUNT

Statement	Agree/ Disagree	1 to 250	251 to 1,000	1,001 to 5,000	5,001 to 25,000	25,001 or more	Overall
The E-rate program is critical to our success	Agree	89.3%	90.4%	96.8%	94.0%	100%	**93.6%**
	Disagree	10.7%	9.6%	3.2%	6.0%	0.0%	**6.4%**
Job done. The E-rate has fulfilled its purpose.	Agree	46.4%	35.3%	23.7%	40.3%	27.6%	**32.1%**
	Disagree	53.6%	64.7%	76.3%	59.7%	72.4%	**67.9%**
The E-rate program is adequately funded.	Agree	40.5%	34.2%	24.4%	31.3%	20.7%	**31.5%**
	Disagree	59.5%	65.8%	75.6%	68.7%	79.3%	**68.5%**
Our buildings are wired. Eliminate P2 and focus on P1.	Agree	56.0%	56.5%	48.4%	47.0%	51.7%	**52.5%**
	Disagree	44.0%	43.5%	51.6%	53.0%	48.3%	**47.5%**
Our internet connectivity is adequate for our current needs.	Agree	48.8%	33.3%	39.1%	35.8%	62.1%	**40.6%**
	Disagree	51.2%	66.7%	60.9%	64.2%	37.9%	**59.4%**
We allow/plan to allow after-hours community use of tech resources.	Agree	39.3%	40.3%	48.4%	47.8%	44.8%	**43.8%**
	Disagree	60.7%	59.7%	51.6%	52.2%	55.2%	**56.2%**
E-textbooks &"BYOD" will increase our demand for E-rate funds.	Agree	70.2%	88.5%	93.6%	100.0%	89.7%	**88.2%**
	Disagree	29.8%	11.5%	6.4%	0.0%	10.3%	**11.8%**
We rely on E-rate funding for basic maintenance support.	Agree	54.2%	41.0%	43.6%	32.8%	44.8%	**44.7%**
	Disagree	45.8%	59.0%	56.4%	67.2%	55.2%	**55.3%**

BY APPLICANT TYPE

Statement	Agree/ Disagree	Single School	School District	Consortium*	Overall
The E-rate program is critical to our success	Agree	86.6%	95.8%	87.5%	**93.6%**
	Disagree	13.4%	4.2%	12.5%	**6.4%**
Job done. The E-rate has fulfilled its purpose.	Agree	43.9%	30.8%	41.7%	**32.1%**
	Disagree	53.6%	69.2%	58.3%	**67.9%**
The E-rate program is adequately funded.	Agree	37.0%	28.9%	33.3%	**31.5%**
	Disagree	63.0%	71.1%	66.7%	**68.5%**
Our buildings are wired. Eliminate P2 and focus on P1.	Agree	54.9%	52.0%	70.8%	**52.5%**
	Disagree	45.1%	48.0%	29.2%	**47.5%**
Our internet connectivity is adequate for our current needs.	Agree	42.7%	39.8%	33.3%	**40.6%**
	Disagree	57.3%	60.2%	66.7%	**59.4%**
We allow/plan to allow after-hours community use of tech resources.	Agree	34.6%	47.2%	37.5%	**43.8%**
	Disagree	65.4%	52.8%	62.5%	**56.2%**
E-textbooks &"BYOD" will increase our demand for E-rate funds.	Agree	79.3%	91.2%	79.2%	**88.2%**
	Disagree	20.7%	8.8%	20.8%	**11.8%**
We rely on E-rate funding for basic maintenance support.	Agree	52.4%	40.3%	43.5%	**44.7%**
	Disagree	47.6%	59.7%	56.5%	**55.3%**

BY USE OF CONSULTANT

Statement	Agree/ Disagree	N	Y	Overall
The E-rate program is critical to our success	Agree	93.5%	94.9%	**93.6%**
	Disagree	6.5%	5.1%	**6.4%**
Job done. The E-rate has fulfilled its purpose.	Agree	34.4%	26.6%	**32.1%**
	Disagree	65.6%	74.4%	**67.9%**
The E-rate program is adequately funded.	Agree	31.3%	20.5%	**31.5%**
	Disagree	68.7%	79.5%	**68.5%**
Our buildings are wired. Eliminate P2 and focus on P1.	Agree	53.5%	53.8%	**52.5%**
	Disagree	46.5%	46.2%	**47.5%**
Our internet connectivity is adequate for our current needs.	Agree	39.6%	43.6%	**40.6%**
	Disagree	60.4%	56.4%	**59.4%**
We allow/plan to allow after-hours community use of tech resources.	Agree	44.4%	46.2%	**43.8%**
	Disagree	55.6%	53.8%	**56.2%**
E-textbooks &"BYOD" will increase our demand for E-rate funds.	Agree	89.6%	76.9%	**88.2%**
	Disagree	10.4%	23.1%	**11.8%**
We rely on E-rate funding for basic maintenance support.	Agree	41.9%	48.7%	**44.7%**
	Disagree	58.1%	51.3%	**55.3%**

BY APPLICANT P2 HISTORY

Statement	Agree/ Disagree	P1 Only	P2 Funded	P2 Denied	Overall
The E-rate program is critical to our success	Agree	91.9%	97.3%	87.8%	**93.6%**
	Disagree	8.1%	2.7%	12.2%	**6.4%**
Job done. The E-rate has fulfilled its purpose.	Agree	38.6%	24.5%	43.9%	**32.1%**
	Disagree	61.4%	75.5%	56.1%	**67.9%**
The E-rate program is adequately funded.	Agree	34.8%	23.9%	32.5%	**31.5%**
	Disagree	65.2%	76.1%	67.5%	**68.5%**
Our buildings are wired. Eliminate P2 and focus on P1.*	Agree	67.4%	33.2%	57.5%	**52.5%**
	Disagree	32.6%	66.8%	42.5%	**47.5%**
Our internet connectivity is adequate for our current needs.	Agree	37.5%	41.3%	48.8%	**40.6%**
	Disagree	62.5%	58.7%	51.2%	**59.4%**
We allow/plan to allow after-hours community use of tech resources.	Agree	41.1%	51.1%	36.6%	**43.8%**
	Disagree	58.9%	48.9%	63.4%	**56.2%**
E-textbooks &"BYOD" will increase our demand for E-rate funds.	Agree	87.3%	90.2%	90.2%	**88.2%**
	Disagree	12.7%	9.8%	9.8%	**11.8%**
We rely on E-rate funding for basic maintenance support. *	Agree	32.2%	59.2%	31.7%	**44.7%**
	Disagree	67.8%	40.8%	68.3%	**55.3%**

*The responses vary significantly depending upon the status of a applicants' P2 funding.

QUESTION 8

How would you rate your overall current technology infrastructure?

BY STUDENT COUNT

Technology	Rating	1 to 250	251 to 1,000	1,001 to 5,000	5,001 to 25,000	25,001 or more	Overall
Data	Ready for Tomorrow	8.3%	11.5%	11.5%	11.9%	6.9%	**10.0%**
	Current	50.0%	55.1%	56.7%	53.7%	72.4%	**56.2%**
	Lagging	41.7%	33.3%	31.8%	34.3%	20.7%	**33.8%**
Telephony	Ready for Tomorrow	7.1%	10.9%	9.6%	11.9%	10.3%	**9.3%**
	Current	34.5%	45.5%	41.4%	41.8%	41.4%	**42.4%**
	Lagging	58.3%	43.6%	49.0%	46.3%	48.3%	**48.2%**
Wide Area Network	Ready for Tomorrow	6.0%	8.4%	20.4%	25.4%	24.1%	**15.0%**
	Current	45.2%	57.4%	56.7%	50.7%	65.5%	**53.9%**
	Lagging	48.8%	34.2%	22.9%	23.9%	10.3%	**31.1%**

BY APPLICANT TYPE

Technology	Rating	Single School	School District	Consortium	Overall
Data	Ready for Tomorrow	9.8%	11.1%	8.3%	**10.0%**
	Current	52.4%	56.9%	79.2%	**56.2%**
	Lagging	37.8%	32.0%	12.5%	**33.8%**
Telephony	Ready for Tomorrow	3.7%	10.6%	16.7%	**9.3%**
	Current	51.2%	41.0%	33.3%	**42.4%**
	Lagging	45.1%	48.4%	50.0%	**48.2%**
Wide Area Network	Ready for Tomorrow	6.2%	17.5%	12.5%	**15.0%**
	Current	49.4%	56.6%	70.8%	**53.9%**
	Lagging	44.4%	25.9%	16.7%	**31.1%**

*Statistical variations related to the consortia type applicant are likely due to the relatively small number of respondents and are not judged to be statistically significant.

By Use of Consultant

Technology	Rating	N	Y	Overall
Data	Ready for Tomorrow	10.3%	15.4%	**10.0%**
	Current	57.8%	51.3%	**56.2%**
	Lagging	31.8%	33.3%	**33.8%**
Telephony	Ready for Tomorrow	10.1%	5.1%	**9.3%**
	Current	42.6%	38.5%	**42.4%**
	Lagging	47.3%	56.4%	**48.2%**
Wide Area Network	Ready for Tomorrow	15.1%	17.9%	**15.0%**
	Current	57.1%	43.6%	53.9%
	Lagging	27.9%	38.5%	**31.1%**

By Applicant P2 History

Technology	Rating	P1 Only	P2 Funded	P2 Denied	Overall
Data	Ready for Tomorrow	9.7%	11.9%	12.2%	**10.0%**
	Current	59.5%	58.4%	39.0%	**56.2%**
	Lagging	30.9%	29.7%	48.8%	**33.8%**
Telephony	Ready for Tomorrow	7.7%	12.4%	9.8%	**9.3%**
	Current	41.7%	42.7%	43.9%	**42.4%**
	Lagging	50.6%	44.9%	46.3%	**48.2%**
Wide Area Network	Ready for Tomorrow	13.6%	18.4%	12.2%	**15.0%**
	Current	56.6%	55.1%	56.1%	**53.9%**
	Lagging	29.8%	26.5%	31.7%	**31.1%**

QUESTION 9

Rank the following potential changes to the E-rate program:

BY STUDENT COUNT

Change	Positive Impact	1 to 250	251 to 1,000	1,001 to 5,000	5,001 to 25,000	25,001 or more	Overall
Create "Form 471EZ"	Most	44.6%	39.1%	35.3%	32.8%	34.5%	**36.6%**
	Least	1.2%	0.6%	1.3%	1.5%	3.4%	**1.7%**
Allow 3-year Form 471 Applications	Most	27.7%	25.6%	28.8%	23.9%	34.5%	**27.7%**
	Least	7.2%	2.6%	2.6%	0.0%	3.4%	**2.9%**
Eliminate Form 470 Requirement	Most	13.3%	16.0%	21.8%	23.9%	13.8%	**17.5%**
	Least	4.8%	3.8%	6.4%	9.0%	10.3%	**6.2%**
Send BEAR directly to applicant	Most	8.4%	12.2%	6.4%	7.5%	13.8%	**9.8%**
	Least	30.1%	33.3%	28.8%	31.3%	24.1%	**30.0%**
Calculate One Discount Rate per Applicant	Most	6.0%	5.1%	7.1%	9.0%	3.4%	**6.9%**
	Least	16.9%	16.7%	10.3%	13.4%	27.6%	**15.1%**
Require Tech plan for all applicants	Most	0.0%	1.9%	0.6%	3.0%	0.0%	**1.7%**
	Least	39.8%	42.9%	50.6%	44.8%	31.0%	**43.9%**

BY APPLICANT TYPE

Change	Positive Impact	Single School	School District	Consortium*	Overall
Create "Form 471EZ"	Most	42.0%	36.9%	41.7%	**36.6%**
	Least	0.0%	1.6%	0.0%	**1.7%**
Allow 3-year Form 471 Applications	Most	28.4%	27.3%	25.0%	**27.7%**
	Least	9.9%	1.6%	8.3%	**2.9%**
Eliminate Form 470 Requirement	Most	12.3%	20.2%	12.5%	**17.5%**
	Least	4.9%	6.4%	4.2%	**6.2%**
Send BEAR directly to applicant	Most	16.0%	7.4%	12.5%	**9.8%**
	Least	33.3%	29.7%	25.0%	**30.0%**
Calculate One Discount Rate per Applicant	Most	1.2%	6.9%	4.2%	**6.9%**
	Least	18.5%	14.1%	29.2%	**15.1%**
Require Tech plan for all applicants	Most	0.0%	1.3%	4.2%	**1.7%**
	Least	33.3%	46.7%	33.3%	**43.9%**

*Statistical variations related to the consortia type applicant are likely due to the relatively small number of respondents and are not judged to be statistically significant.

BY USE OF CONSULTANT

Change	Positive Impact	N	Y	Overall
Create "Form 471EZ"	Most	39.0%	28.2%	**36.6%**
	Least	1.4%	0.0%	**1.7%**
Allow 3-year Form 471 Applications	Most	26.8%	33.3%	**27.7%**
	Least	3.4%	2.6%	**2.9%**
Eliminate Form 470 Requirement	Most	18.5%	17.9%	**17.5%**
	Least	5.9%	7.7%	**6.2%**
Send BEAR directly to applicant	Most	8.8%	12.8%	**9.8%**
	Least	30.2%	30.8%	**30.0%**
Calculate One Discount Rate per Applicant	Most	5.9%	5.1%	**6.9%**
	Least	15.8%	12.8%	**15.1%**
Require Tech plan for all applicants	Most	1.1%	2.6%	**1.7%**
	Least	43.5%	46.2%	**43.9%**

BY APPLICANT P2 HISTORY

Change	Positive Impact	P1 Only	P2 Funded	P2 Denied	Overall
Create "Form 471EZ"	Most	43.4%	32.6%	29.3%	**36.6%**
	Least	0.4%	2.7%	0.0%	**1.7%**
Allow 3-year Form 471 Applications	Most	22.9%	32.1%	34.1%	**27.7%**
	Least	3.9%	2.2%	4.9%	**2.9%**
Eliminate Form 470 Requirement	Most	20.5%	14.7%	22.0%	**17.5%**
	Least	3.1%	9.2%	9.8%	**6.2%**
Send BEAR directly to applicant	Most	7.4%	11.4%	9.8%	**9.8%**
	Least	31.0%	26.6%	41.5%	**30.0%**
Calculate One Discount Rate per Applicant	Most	4.3%	8.2%	4.9%	**6.9%**
	Least	15.5%	17.4%	7.3%	**15.1%**
Require Tech plan for all applicants	Most	1.6%	1.1%	0.0%	**1.7%**
	Least	46.1%	41.8%	36.6%	**43.9%**

QUESTION 10

Please rank how important you think it is for the FCC to take the following actions

BY STUDENT COUNT

Action	Importance	1 to 250	251 to 1,000	1,001 to 5,000	5,001 to 25,000	25,001 or more	Overall
Clarify Rules	Most	12.2%	5.8%	5.8%	4.5%	0.0%	**6.5%**
	Least	28.0%	30.5%	33.5%	31.8%	37.9%	**30.7%**
Expand Education	Most	6.1%	8.4%	6.5%	6.1%	6.9%	**7.4%**
	Least	23.2%	32.5%	25.8%	34.8%	24.1%	**27.9%**
More Funding	Most	52.4%	57.1%	62.6%	65.2%	51.7%	**58.4%**
	Least	4.9%	1.9%	1.9%	4.5%	0.0%	**2.6%**
Set Annual Filing window date	Most	23.2%	23.4%	21.3%	18.2%	37.9%	**22.9%**
	Least	6.1%	9.1%	5.8%	1.5%	0.0%	**6.5%**
Revise Discount matrix	Most	6.1%	5.2%	3.9%	6.1%	3.4%	**4.8%**
	Least	37.8%	26.0%	32.9%	27.3%	37.9%	**32.3%**

BY APPLICANT TYPE

Action	Importance	Single School	School District	Consortium*	Overall
Clarify Rules	Most	7.5%	5.6%	4.2%	**6.5%**
	Least	32.5%	32.4%	25.0%	**30.7%**
Expand Education	Most	6.3%	7.2%	4.2%	**7.4%**
	Least	22.5%	29.7%	33.3%	**27.9%**
More Funding	Most	60.0%	59.9%	54.2%	**58.4%**
	Least	0.0%	2.1%	16.7%	**2.6%**
Set Annual Filing window date	Most	25.0%	21.7%	37.5%	**22.9%**
	Least	8.8%	5.1%	4.2%	**6.5%**
Revise Discount matrix	Most	1.3%	5.6%	0.0%	**4.8%**
	Least	36.3%	30.7%	20.8%	**32.3%**

*Statistical variations related to the consortia type applicant are likely due to the relatively small number of respondents and are not judged to be statistically significant.

BY USE OF CONSULTANT

Action	Importance	N	Y	Overall
Clarify Rules	Most	5.9%	5.1%	**6.5%**
	Least	30.9%	43.6%	**30.7%**
Expand Education	Most	7.0%	5.1%	**7.4%**
	Least	29.3%	23.1%	**27.9%**
More Funding	Most	60.2%	51.3%	**58.4%**
	Least	2.5%	2.6%	**2.6%**
Set Annual Filing window date	Most	22.3%	33.3%	**22.9%**
	Least	6.1%	0.0%	**6.5%**
Revise Discount matrix	Most	4.5%	5.1%	**4.8%**
	Least	31.1%	30.8%	**32.3%**

BY APPLICANT P2 HISTORY

Action	Importance	P1 Only	P2 Funded	P2 Denied	Overall
Clarify Rules	Most	6.3%	6.0%	2.5%	**6.5%**
	Least	32.2%	33.2%	25.0%	**30.7%**
Expand Education	Most	6.3%	7.6%	7.5%	**7.4%**
	Least	30.6%	24.5%	37.5%	**27.9%**
More Funding	Most	59.6%	59.8%	57.5%	**58.4%**
	Least	3.5%	1.1%	2.5%	**2.6%**
Set Annual Filing window date	Most	24.3%	22.8%	17.5%	**22.9%**
	Least	7.1%	4.3%	2.5%	**6.5%**
Revise Discount matrix	Most	3.5%	3.8%	15.0%	**4.8%**
	Least	26.7%	37.0%	32.5%	**32.3%**

APPENDIX B: SURVEY COMMENTS

Survey respondents were given the opportunity to share their comments about the E-rate funding program. The following is a copy of the comments received. No edits have been made to the comments, other than to remove information that would specifically identify an individual or school.

1. Federal government should increase funding for the E-rate program. 2) The wait time for notification of priority 2 funding decisions is much too long.

2. A clearer set of instructions is necessary to fill out the paper work

3. A lot of repetitive paperwork for basic service we apply for each year.

4. Add computers and phone sets to ERATE eligibility list.

5. An easier process is of the utmost importance - even it means a reduction in funds.

6. As a government agency "school" we rely heavily on outside funding since we're non profit. Without the erate funding each year we would not be able to keep up with our technology demands.   Some of the questions that required ranking were not familiar to me so a n/a would have been a better choice since it impacts whatever I was rating.

7. Better online tracking of the applications through the system. Maybe a bar chart, flow chart, check list, something. Districts with multiple entities should be displayed together.

8. Big proponent of eliminating the 470 process. I am already required by my (IT) department, my finance department, my legal department, my school board, and my state to follow procurement laws as set by my district and state. Suggestion: Eliminate the 470 and add one additional electronic sign-off on the 471. Have a finance officer for the district have their own PIN and electronically sign-off that local procurement

laws were followed for vendor selection for the goods and services on the 471. Maybe the finance sign-off could be an additional step between when I sign-off and the 471 is certified?

9. Bigger funding pool and Faster turn-around of application approvals is by far the most important item in this survey.

10. Centralized training for E-Rate provided by the state departments that receive the majprity of the funding.

11. Change the deadline dates for the new year applications. Schools need to do their applications before they really know what they need.

12. Change the rules to allow the network operations center for a district to qualify for Erate funding on its own so that purchases and equipment upgrades at the NOC do not affect all entities with regard to the 2 in 5 rule.

13. Change the survey in the future, in some cases I don't want to give one of the choices any value but the survey forced each item to still receive a value.

14. Convoluted process, similar to tax regulations, too many regs making too complicated, simplify by doing more of a flat discount across the board. I do agree that the poor schools need extra help, though.

15. Current E-rate funding is not in keeping with the spirit and goals of the National Broadband Act or the National Educational Technology Plan. Additional E-rate funding is necessary for school districts to meet the needs of the 1 Gbps of data to every community school goal and the

wired/wireless infrastructure to accomodate every student bringing a learning device to school. Even with a 6.5 million dollar grant from our state legislature to build a robust fiber optic WAN and cover all instructional areas with WiFi access, we will always need e-rate to help pay the monthly leases of our Phone, WAN, and Internet contracts. Our WAN and Internet contracts have had to increase exponentially to handle the conversion from paper and textbook delievery of curriculum to digitally delivered curriculum to any and all student devices that may show up at school. Our 17,000 sutents have the potential to add 17,000 more devices to our network adding to the 7,000 that we already maintain.

16. Current process is too time consuming. Funding committments are not timely. During review process they ask for redundant infomation already submittted. Reviewer respond that they send out standard questions but have not review submitted materials. Wastes time resources of applicants.

17. Customer Service is always extremely helpful when I call.

18. Discontinue IC Basic Maintenance and POTS lines. Erate is critical to our Telecommunications/Internet expenditures, as well as IC. Would rather change 2 of 5 rule to 1 of 5 to stretch dollars and keep some stream of IC funding coming in.

19. Do not get rid of E-rate, there is a big enough division between small, rural schools and their city counter parts.

20. Don't know what we would do without ERATE THANKS!

21. Don't make it so difficult to get any monies from Erate. They CONTROL the funding!!!

22. Eliminate the need to annual file for services covered in a muli-year contract.

23. Ensure sufficient training for reviewers and support personnel. Many times, the person who answers the phone needs to consult with other people before providing and answer and the response is vague.

24. Erate applications need to be more expedient and easier. It is hard for the person to which this duty falls to be responsible for going to prison if they do not follow every detail of a difficult form to the letter.

25. E-Rate funding is crucial to small school districts. We must preserve this program. If funding needs to be reallocated, eliminate Priority 2. Too much of the funding goes to districts with the highest rate of poverty. Small schools with a midlevel funing discount (40-60%) never have the opportunity to get a bigger slice of the pie. There should be a rotating system that allows greater funding for these districts every so many years.

26. E-Rate Funding is extremely important for our school!

27. Erate has been a wonderful program which allows schools of all sizes to have some help funding connectivity + needs. With more and more instructional, student information systems, etc. being implemented Erate funding has a direct connection to the the instructional success records, and finances of our district. Without Erate I am not sure we would have any connectivity which would drop us back at least 10 years. In addition to more money for connectivity costs we would

also struggle to continue to manage all the web based items we have.

28. E-rate is very vital to the education of our students

29. E-rate just seems way more complicated than it needs to be.

30. Essential that it continue, because state technology funds per pupil are tied to textbooks and some district have cut technology budgets and spending all the money on etextbooks

31. Even though it is cumbersome and slow, Erate is required to be successful.

32. Excellent program!

33. Excellent program! Need more timely funding decisions.

34. FCDL should be sent out the same year as the funding request - not after that year has passed.

35. For our district e-rate is a very relied upon program. It would be detrimental to our students to lose this program.

36. Funding should be disbursed directly to the states for allocation to schools/libraries rather than having a separate, complicated infrastructure specifically to disburse these funds.

37. Have a quicker response and award time for funding.

38. How about setting the discount rate for internal connections for each year prior to us submitting paper work? Currently those of

us @ 70% and below have to go through a lot of work submitting for internal connections that we never get or might get 2-3 years later. That is crazy!

39. I am concerned how we are going to maintain equipment with priority 2 funding going away this year.

40. I am so thankful for E-rate. USAC has helped assist our school budget monies across the board to create an effective and rigous education in an ever changing world of Economic challenges. We have just applied for internal connection s at our school and are excited to implement a much needed deeper/wider core of avenues through the use of technology. Again, thanks you for all your support.

41. I hope the FCC keeps USAC funded because without it, education will take a big step backwards because withouth ERate funding, we cannot afford our telephone systems or Internet Access

42. I think that the appeal procedure should be clearer. For some reason that is not clear to me, I was not granted funding for 8 months for basic telecom services, though I have received funding for the SAME exact entities, using the SAME contract and service provider for 6 years. I am on my third appeal for these 8 months in FY 2008. Makes no sense.

43. I think the review process takes too long because it checks into minute details, i.e. one reviewer questioned $.03 charge on a $50,000 request, rather than focusing on trying to determine whether a request is eligible, legitimate, and cost effective. The purpose of review should be to remove fraud, excessive spending, and blatant

errors, to ensure that the E-rate process was followed (i.e. competitive bidding was done), and to check that entities requested the proper funding (the correct amount to meet their needs), not to ensure that every T is crossed and every i is dotted.

44. I would like to see iPads treated the same as ATT netbooks.

45. I would prefer that the window be open on the same dates each year

46. I'd say set a pot for P1 set a pot for P2 at the outset. And then drop down by discount level. Change priority 1 and priority 2 expenditures and possibly set a maximum funding commitment for each organization based upon student size. Get rid of P1 & P2 let schools prioritize their funding requests based upon individual need not broad categories defined by USAC. Basically say your organization gets x dollars you applied for these, you choose what gets funded based upon our allocation for your kids.

47. If a school is only wanting reimbursement for phone and internet, there should be a simpler way to apply.

48. If you restructure priority 1 to assist schools that reach the 75% platform of need, you ELIMINATE a hugh amount of schools that receive 40% reimbursement. These schools are already unable to apply for most grants - don't take eRate reimbursement away as well.

49. I'm new at doing E-Rate and I've had a difficult time getting the training I need. None of the live trainings are ever available in my area, and traveling is not in our budget. I've looked at the online trainings but I would like to interact with someone to

better understand how this program works so that I don't miss a deadline.

50. I'm very thankful for the telecommunication funds that we receive. Thank you for the service that you provide. I'm also very thankful for the kind, professional help that I receive when I call for help with the forms. E-rate is always a mystery to me and the people on the phone are very helpful. May god bless you all.

51. Internet bandwidth - We have heard rumors of some districts requesting funding for very large amounts of bandwidth --- significantly more than they are using on a regular basis. (ex: requesting a gig and having an average usage rate of 25% or 50%) I have not seen it personally. Maybe some kind of ratio of bandwidth allotment (MB or gig) to the amount of computers and/or staff/students the district has in regards to ERate funding. District could fund more bandwidth out of their budget if they chose to.

52. It is a great program and needs to continue. I do not think the way some schools are using the Priority 1 (buying cell phones or managed phone systems) is acceptable. I also TOTALLY disagree with the gifting rules- mainly the part where a company can't donate to a conference or to our scholarship foundation. These things make a HUGE difference to our students and are NOT based on whether I choose to work with a vendor. We went from a 0 to a 10 on the scale. The good was thrown out with the bad!

53. It is a great program that helps our program out. We are new to the program. The length of time it takes for approval is a bit long, but in the end worth the wait.

54. It is too complicated and there are too many certifications required. ERATE is the worst part of my job and I have so many other things to do.

55. it would be nice to have a more user friendly program and one that is easier for new people to   understand without having to make calls so often.

56. It's CRITICAL to education in our district!

57. It's presently too complicated to make application; plus the rules are a moving target.

58. It's very helpful as far as it goes. Just wish we had more patrons who would fill out the free/reduced forms so we could get the internal connections we qualify for. Some small town patrons are embarrassed to do so.

59. Keep up with the info I send so that don't have to keep reseeding.

60. Less requirements for smaller school districts under a certain amount of ADA. With less staff and more to do, ERATE is cumbersome to a "one-man show" at a small school district business office.

61. Love the program. VERY necessary for expanding bandwidth to our district.

62. Love this survey. I cannot express how important e-rate funding is to our District. Thank you for all that is done to ensure this program remains effective.

63. Make it easier for the end user and the provider to work together on erate reimbursements.

64. make it simpler file for telephone and internet without all the paper work do all in one year.

65. Make the process simpler - so hard to understand

66. MISD's bandwidth needs have steadily been going up as the teachers utilize the technology. We need e-rate.

67. More training in more locations. For our small school it would cost more to send me to a training than we would get in funding for three years.

68. Need erate funding when most other funds dried up on federal, state, and local levels

69. Need to find some way to get internal connections funding for lower percentage schools.

70. One question not asked that should have been asked is how important is it to receive a time decsision. ANother is regarding having to answer the exact same questions about an already approve multi contract. Once it has been approved as a multi year contract it should not have to be justified again until it is time for a new contract. It is a great program and vitial to our childrens futures please do not limit in any way if anything increase the funding. Thank you.

71. Our school district relys on E-rate for infrastructure funding. Without E-Rate we would not have or be able to afford a network.

72. Our school is located in a poverty area. Without this funding, we would not have the funds to supply our students with all the

connectivity education requires in today's society.

73. Our school only ever gets priority 1 services but it really helps!!

74. our small school system totally relies on E-Rate funding to maintain our telecom and internet services. without E-Rate, i am not sure we could communicate with the internet world.

75. P2 is taking way to long to approve.

76. Paperwork and forms are ridiculous, especially for priority one items

77. Perhaps district effectiveness (annual report card) should be part of the funding calculations. Reward school districts that are consistently doing well with higher funding.

78. PIA reviewers and client services bureau support often give conflicting information. The 471 application status site should clearly reflect the progress of the applications.

79. Please make the process easier.

80. Please notify funding of internal connections before we file for erate for the next year. We are still waiting for funding and the year ends in 2 weeks

81. Please simplify the entire application process. I would like to see that once I log in using my BEN the information is shared across all forms.   It is a pain to have to complete new form year after year. I would think that a lot of us use the same vendors year after year.   Allow us to make changes, but bring up the currents vendors.   Thanks

82. Priority 2 equipment needs to be replaced over time. Expect to get 6 years before major upgrades are necessary. Don't think going strictly priority 1 will work. Also, consider removing the ability to bundle equipment with services. Think districts are using a loophole to get equipment and could save funds.

83. Priority 2 funding requests should be approved or denied at an earlier date so that school districts can more effectively budget funds to fit within the July 1-June 30 fiscal year.

84. Priority 2 should be based on a one-time use for a longer period of time with a ceiling based on a percentage of last year's annual budget (income). We may have a big job that is only needed once every 8 to 10 years, but we are knocked out of any priority 2 funding because the 90% and above apply year after year leaving little for the rest of us. I don't know how, but there has to be some way to know when the 471 is due how are chances will be in getting priority 2 for the coming year. One year we waited almost 24 months to find out we were denied. Caused a lot of problems.

85. Priority for this organization is funding for Internet connection. We provide services to school districts over a multi-county area that requires online connectivity.

86. Public schools with 68% F&R needs as much if not more assistance as 90% school districts but most fed funds go to same schools.

87. Putting a limit on priority 1 sevices such as priority 2 services will hurt the schools below 70%. We are a 60% school and only get priority 1 fundes

88.   Q3 none of the choices are effective. Technical limits should not be limited to less than 100Mbps. Priority 1 services should be continued to all discount levels. Q9 changes are not needed. Program works well. Without erate funding, schools would not be able to prepare students for the technology that face them in the work world and for higher education. Erate must be funded at the levels needed to provide technology in schools comparable with business and industry.

89.   Q3: None of the choices are effective. Priority 1 funding must be maintained at current levels. Q9: Changes are not needed in the ERate program. Without ERate funding, schools could not adequately prepare students for the work world and higher education. ERate funding needs to be increased so that school technology is comparable to technology in business and industry.

90.   Quit asking the same questions each year. I apply for the same thing each year and PIA keeps asking me the same questions. If nothing changes in my 471 from year to year, just approve it based on prior years.

91.   Really helps keep our costs low for Internet and Telecommunications.

92.   Response time on the 471 PIA review appears to be taking longer and longer each year. Very stressful when we can't know or depend on this funding.

93.   Review process not consistent. Some years no questions other years tons of questions over contracts that had no questions the year before

94.   Rotate the funding levels of P2 assets each year. Year 1 = 90-and up, Year 2 = 80%-89%, Year 3 = 70-79%, Year 4 = 60-69%, Year 5 = 59% and below then start back over with 90%. That way, you can fund at least 90% of districts throughout the nation on a 5 year rotating basis. You should also put a cap on what can be spent by each individual district. You could even rotate it to a three year rotation (like our technology plans) with mixing up the percentage numbers a bit.

95.   Rural, low-income school districts should receive a higher priority for funding.

96.   School districts are extremely dependent on continued E-Rate funding to meet the educational needs of our students.

97.   School districts should receive special pricing/discounts for ERATE related projects so that the ERATE dollars can go further. The government should step in and allow for such discounts. Funding within the program should be increased. collect more monies from the phone bills.

98.   School districts with 90+ percent have robbed the e-rate program by installing state of the art infrastructure and rebuilding their infrastructure every few years because they know they can rip off the system. This program should allow all districts to receive internal connections before allowing the same schools to spend millions on something they don't need.

99.   Schools have truly benefitted from this program, but even in a competitive bid situation, we are being charged too much for Internet access.

100. Seems like alot of "trip wires" in the application process -

101. Simplify the whole process. Allocate a certain amount of dollars based on school district's free & reduced lunch count. Funding committments take too long.

102. So very vital to allow schools to prepare our students for 21st century society. MUST INCREASE FUNDING to maintain the quality of services needed.

103. Some vendors are taking advantage of organizations and installing higher-end Internet Access then is actually needed, an example is Headstart agencies should not need MPLS systems. This eats up the Erate money, and their almost not sustainable if Erate mo

104. Some vendors are taking advantage of organizations and installing higher-end Internet Access then is actually needed, an example is Headstart agencies should not need MPLS systems. This eats up the Erate money, and their almost not sustainable if Erate money goes away. Erate funding needs to concentrate on core Internet access in educational facilitiies or distance learning and less on Internet access to handheld devices.

105. Something must be done to speed up the commitment process.

106. Standardize all e-rate funds based on per students (ADA)assuming that the applicant will get the minimum standard amount every year will be a great help.

107. Stick a fork in it. Use the funds for getting higher bandwidth to rural/underserved communities.

108. Suggestions: 1. Make Basic Maintenance Ineligible 2. Make Basic Telephone (POTS) Ineligible to allow additional Priority 1 Funds for Internet Access where it's needed. 3. Make Wiring Ineligible, but continue to allow the purchase of switches and wireless access points.

109. Switch erate funding to a block grant based on enrollment and free/reduced lunch counts. Do away with entire application process and money through block grant through state to implement infrastructure as needed.

110. Thank God for E-rate, we would be in poor shape without it!

111. Thank you!

112. Thank you! E-rate funds have allowed us to have fiber to every school, network nodes and wireless in all of our classrooms district wide. This would not have been possible without e-rate funds.

113. Thank you. We just got funded and we're looking forward to updating and upgrading our non-existing or older services, phone system and wiring.

114. Thanks for keeping this program going. It is vital for our school to provide adequate technology for student learning.

115. Thanks for the erate program!

116. The 2 in 5 year isn't working. Revise that so that everybody except for the most affluent schools qualify

117. The ability to get funding information back without a "hassle" is getting worse. The amount of paperwork that needs to be sent in to PIA is getting ridiculous. Also, there

seems to be very little communication between departments. I have had the same request for same materials for justification for the same FRN from different people a couple of months apart. Is this a lack of trust among departments at USAC or what is the issue.

118. the application process is confusing and hard to fulfill. it is full of governmentese and instructions are vague.Response is poor. There is no reason it should be so complicated that you have to hire an expert to fill out the forms.

119. The applications have been simplified from the initial applications and the help lines are very user friendly. Thank you.

120. The delay in decision making makes it hard to plan.

121. The discounts should be looked at again. Go with some formula similar to the TRUE free and reduced lunch numbers, and add 10 points for rural to get the discount percentage. My district loses funding to districts that are not truly 90% - We ARE truly 90% free and reduced without ANY additions for being rural. There are school districts who can afford the services, but they are at 90% too? Get rid of two in five - that hurts the truly poor districts. I can come up with 10,000 matching each year much easier than 30,000.   There are some TRUE 90% free and reduced lunch schools, put us at the head of the line so that we can move our kids ahead. Watch for waste, police everything, but give us the opportunity to purchase what we need to keep going. It is often more costly for us compared to larger school districts because we are rural. An internet connection that costs pennies in a metropolitan area is a huge financial burden to bring to a small community 70 miles away.

Take away basic maintenance from big district that have money, only allow the poorest to fund basic maintenance.

122. The E-Rate Central, SL News Brief, and USAC Schools and Libraries email updates are very helpful.

123. The E-rate program has been essential to our school district's ability to maintain Internet connectivity and vital local networks for our staff and students.

124. The E-rate program has helped our district integrate new technologies and has improved the learning experiences for our students. Like anything else if money was unlimited we could do more for the students/adults in our community.

125. The E-rate program is critical for our schools to function technology-wise so as to enhance our students learning capabilities, get college ready and compete in today's world.

126. The ERATE program is extremely difficult to maneuver and over the past two years I have felt that the support provided by calling the appropriate numbers has been demeaning and encourages people not to file at all. Customer service is definitely not their niche, yet they are the only support provided other than the Ombudsman. I have attended several trainings held, but still have specific questions when I am in the middle of the process. The process is cumbersome and is so spread out over years that it is difficult to know what you have and haven't done. The last time I called in I was told that we weren't sending the correct information...which is the information I had always sent...yet when asked for clarification the person on the other end basically told me to just send the information and they

couldn't help me anymore. I gave up at that point and was of course denied funding for that year.

127. The ERate program is extremely valuable to our success.

128. The E-rate program is vital to our telecommunications and Internet Access. Without it, it would be non-existant

129. The lag in the approval for 2011-2012 has hamppered the district in the use of erate funds. This has been the worse year in the process. Ihave been involved since day one.

130. The major service providers are still posting record profits and their executives are becoming wealthier at a disproportionately higher rate than the general population. Given that they built their empires on the backs of taxpayer funded projects, dissolution of the E-Rate program would be a travesty.

131. The paperwork is horrendous. It seems like we are constantly repeating the same information on many different forms. There needs to be a more efficient way to file the necessary information.

132. The paperwork process for Priority 1 is too much. This could be simplified; less work/headache for everyone involved.

133. the PIA process is the most difficult.

134. The PIA process takes too long.

135. The process is too long and too far out planning. you are requesting for RFP too far out when technology may change within that time period before we even get it installed

136. The process should be made easier. So many of us are paying a consultant to help us with all the paperwork\filings. Why should they be making money on this?

137. The program at times can be a nightmare. For all Priority 1 services, each BEN should be issued a certificate anually that we can simply submit to our service provider and they automatically apply the discount to your bill, and then they bill USAC for the remaining. Especially for rural areas where there is no competition for Priority 1 services. I have one ISP, one cell provider that gets decent signal, one local access telephone provider, and I have to jump through all these hoops yearly. A complete waste of my time and many of these applications that should be getting a simple "rubber stamp" are taking way to long to get approved. I'm 90% and I don't see approvals till December. Half the funding year is gone and I can't move forward with any of these projects without approval. We can't risk denials.

138. The program has made a positive impact on the amount and quality of our telecommunications, internet access, and technology overall.

139. The program has never work for the 2 of 5 rules and the priority to rural schools. Inner city school get priority and the program was never suppose to go to them as the highest priority. Also I have seen much wast in inner city schools with the program. They have abused the program. It is time to correct these items. I don't feel that Phone service should get discounts. Also they should allow the state to purchase internet for all districts and help to build fiber system. The phone company have profited to much from the program and the money needs to go to

helping low income rural schools more then it has historically.

140. The program is complicated to apply for, but worth the effort. (This is my thirteenth year of applying for our school)

141. The program needs to be streamlined. It is very difficult to navigate the process. The complextity of the program increases the administrative cost at both the SLD and the local agencies.

142. The reimbursement we receive from our communications providers is a large portion of the local money we can use on technology.

143. The requirements are cumbersome.

144. The speed at which applications are processed and approved after the submission deadline is to slow.

145. The whole process is stomach-churning and hideous. I hate it, but we need the money. If they are coming down on schools who do their own application rather than hire a consultant(and it seems they are), They need to say openly, "We prefer that you hire a consultant." Thanks for letting me unload.

146. There are millions of dollars that are committed for from past years that never get used. I think there should be a way to re-use these funds.

147. there is a need to incorporate within the application, repetitive PIA questions i.e. signed enrollment and discount lunches forms. let's decrease the amount of PIA questions and speed up the approval process.

148. There needs to be a mechanism for schools that are never eligible for IC. IC are expensive and it seems that the Erate program has driven up the price putting non-eligible schools at a double disadvantage.

149. This has been great for our school. Without this program our technology program would not be adequate for the student needs of today. Thanks.

150. This program has really helped the Head Start Programs.

151. This program is vital!!!

152. This survey had ranking questions which seemd to steer results to a certain outcome. There was no opportunity for respondents to have an OTHER; which would show REAL needs!

153. Too complicated to really be worth it

154. Too many forms, but the money has really helped us get Internet service and bandwidth we couldn't have afforded otherwise.

155. too much paperwork and slow processing of SPIN change request. To difficult for already overworked accountants to hassle with. Very confusing process and timeline.

156. USAC should be doing annual surveys like this one...

157. Very Useful program. Perhaps allow internal connection only once every 4 years regardless of your discount level. That way a 70% school would be able to get funded once every four years and the 90% school would NOT get funded every year.

158. We are (location removed for privacy) and are in Rural West Texas, although we are considered Urban...not correct!!!

159. We are a small Catholic school in the (location removed for privacy) and have been in the e-rate program since its inception. WE CANNOT LIVE WITHOUT IT.

160. We are currently an "urban school" because we are in (location removed for privacy) in Iowa, but we are definitely a rural school. That is a problem. We only qualify for the telephone and Internet help, but it is essential to giving us the money we need for technology.

161. We feel that priority 2 funding should be allowed on a 3 or 4 year rotating basis for internal connections and switch upgrades to districts that typically only qualify for Priority 1 funding. We haven't done any internal wiring upgrades since 1998 when the network was installed.

162. We have found it to be an integral part of our funding...something that gives us some breathing room... as our base funding has not significantly changed in several years...despite the increase in necessary expenditures. Thank You!!!

163. We love having the funds available! The process is certainly way too cumbersome in its present state and simplification would be appreciated.

164. We need this badly, we are a small rural district and would really like to expand connectivity to the community and students at home....

165. We need to give students access to the internet outside of school at home also.

166. We recieve 60% discounts and have never recieved any Priority 2 discounts. We appreciate and rely on the discounts that we recieve for our internet service. We need these priority 1 discounts to continue.

167. We rely on ERate funds to complete major network upgrades.

168. We're thankful for what we can get but can always use more! :)

169. When filing a BEAR, if the numbers do not match up.....there is NO notifications of any type.   It is like it is lost in space. I think there should be some type of connection to reduce the amount of mistakes on the BEAR.

170. Whole filing process and PIA review process is too cumbersome to complete or answer every year. Somehow, the process needs to be streamlined so filing for E-Rate funds is not frustrating!!

171. Wireless is a key factor in 21st century learning. E-rate has limited views on funding wireless options. It is becoming as important as our wired network. BYOD is a must of districts to continue to move forward with shrinking budgets. Without a good wireless network BYOD will not happen.

172. Wish there was a simpler process for Priority 1 services

173. With the budget cuts that have happened across the State of Wisconsin, E-rate funds are crucial now more than ever. We finally qualify for 80% funding and were hoping to replace our aging phone system. With the e-rate funding we would be able to do it. Without that funding we are going to have to wait and hope that it can make another year. Large projects like this just are an option

when you have to cut spending in one year that is more than a project like this costs. Being a small district, we rely on the E-rate funds. Without them we would not be able to offer the technology that is so necessary these days. Please make more funds available. Please also look at districts that have continually received priority 2 funding. Maybe there should be some type of a rotation so that more schools can take advantage of the funding. If it is going to the same schools year after year for the same types of equipment, connections, etc. It might be time to look at funding another schools application.

174. Without E-Rate funding our District would lapse back into the digital abyss. The SLD program has had a tremendous POSITIVE impact on our technology integration.

175. Without erate we would not be moving to the future and integrating technology in meaningful ways to support education as it is moving towards in the technological economy.

176. Without e-rate, my school, which served a very impoverished student body, would have great difficulty providing technology and using technology in instruction.

177. Without the E-rate program, we will reduce internet access to the main office for administrative purposes only.

178. Would be great if the funding forms 470,471, etc. not be so complicated.

APPENDIX C: APPLICANT SURVEY RESPONSE FORM

The following is a copy of the online survey that was completed by the applicants who participated in the 2012 Applicant Survey.

SITUATION
Internet access and advanced telecommunications play an increasing role in our nation's classrooms and libraries. The demand for E-rate funding to support these services is twice the available funding.

PURPOSE OF THE SURVEY
The purpose of this survey is to gather feedback about the E-rate funding program from school and library officials who have working knowledge of the program.

Summary statistics from the survey responses will be shared with the FCC and USAC.
** ALL RESPONSES ARE CONFIDENTIAL. ** Only aggregate data will be used for analysis and no individual responses will be made available.

RESPONDING TO THE SURVEY
The survey includes 10 questions and should take you no more than 5 minutes to complete.

When ranking items, you can drag and drop to change their sequence, or indicate their rank using the drop-down indicator.

Your Billed Entity Number and e-mail address is required in order to confirm your response and to avoid duplicate entries.

If you have questions about the survey, please e-mail info@fundsforlearning.com or call 405-341-4140.

How to order items:

When ranking items, you can drag and drop to change their sequence, or indicate their rank using the drop-down indicator. The drop-down indicators will always appear in ascending order. When selecting a new rank for an item, the list will automatically re-order.

Q1. Please rank the following in order of importance to you. (1=most important, 4=least important)

[▼]	Predictability of funding (i.e, knowing exactly how much E-rate funding your organization can count on receiving each year)
[▼]	Speed of funding decision (i.e, receiving a funding commitment decision letter by no later than July 1)
[▼]	Amount of funding commitment (i.e., receiving as much E-rate funding as possible)
[▼]	Flexibility to prioritize your own funding requests, if USAC does not have enough money to fund all of them (e.g., assigning higher priority to internal connections than to telecom services)

Q2. If the E-rate program could guarantee your organization at least some E-rate funding every year, and you could choose which eligible services to spend it on, how would you prioritize the following? (1=highest priority, 6=lowest priority)

[▼]	Purchasing internal connections for any site, regardless of its discount rate
[▼]	Annual maintenance of internal connections
[▼]	Leased Wide Area Network to all sites
[▼]	Internet bandwidth and hosted/cloud services
[▼]	Local and long distance telephone service
[▼]	Cellular phone service for qualified users

Q3. Soon, the demand for E-rate funding for Priority One (telecom and Internet access) Services is likely to exceed the amount of funding available. To address this shortfall, how would you rank the following in terms of their potential effectiveness? (1=most effective; 6=least effective)

[▼]	Create a Priority 1 discount threshold similar to the current Priority 2 discount threshold (i.e., fund 90% requests first, 89% next and so on until funding runs out).
[▼]	Lower across the board the discount matrix for Priority 1 services (e.g., 90% to 85%, 80% to 75% and so on).
[▼]	Define technical limits for funding, such as no funding for Internet access faster than 10Mbps.
[▼]	Remove certain telecommunications and Internet services from the eligible services list.
[▼]	Issue funding on a first-come, first-served basis until funds are depleted each year.

Q4. Estimate what your budget for telecommunications and Internet services will look like five years from now.

   ○ Down significantly (down 10% or more)

   ○ Down slightly (down less than 10%)

   ○ About the same

   ○ Up slightly (up less than 10%)

   ○ Up significantly (up 10% or more)

Q5. If you could only receive E-rate funding in one category of service, which would you choose?

- ○ Telecommunications
- ○ Internet access
- ○ Internal Connections
- ○ Basic Maintenance of Internal Connections

Q6. Please rank how important the following technology initiatives are for your organization. Assume a three-year planning horizon. (1=most important, 4=least important)

[▼]	Enhancing wireless LAN connectivity in buildings
[▼]	Installing additional network cabling and related infrastructure at existing sites
[▼]	Increasing WAN and Internet bandwidth to sites
[▼]	Adding connectivity for students or library patrons off campus or after hours

Q7. Please respond to each statement: (1=agree; 2=disagree)

	Agree	Disagree
The E-rate program is critical to our success.	○	○
Job done. The E-rate has fulfilled its purpose.	○	○
The E-rate program is adequately funded.	○	○
Our buildings are wired. Eliminate Priority Two (Internal Connections and Basic Maintenance) and focus on Priority One (Telecom and Internet Access).	○	○
Our Internet connectivity is adequate for our current needs.	○	○
We currently allow, or plan to allow, after-hours community use of our technology resources.	○	○
E-textbooks and "BYOD" will increase our demand for E-rate funded goods and services.	○	○
We rely on E-rate funding for basic maintenance support of our technology infrastructure.	○	○

Q8. How would you rate your overall current technology infrastructure?

	1=Lagging	2=Current	3=Ready for Tomorrow
Data infrastructure (i.e. network switches) and cabling	○	○	○
Telephony infrastructure (i.e. PBX or VoIP system)	○	○	○
Wide Area Network	○	○	○

Q9. Rank the following potential changes to the E-rate program: (1=most positive impact, 6=least positive impact)

[▼]	Create a Form 471EZ for simple applications
[▼]	Allow a single, 3-year Form 471 application for multi-year contracts (i.e., one Form 471 required for a 3-year contract; services will receive funding in years two and three only if funding is available)
[▼]	Remove the Form 470 requirement (i.e. only follow your local procurement process)
[▼]	Require a technology plan for all major expenditures, regardless of category of service.
[▼]	Calculate a single discount rate for your organization that applies to all purchases
[▼]	Send BEAR reimbursements directly to applicants rather than via a service provider

Q10. Please rank how important you think it is for the FCC to take the following actions. (1=most important, 5=least important)

[▼]	Clarify the E-rate "Gift" rules
[▼]	Expand the "Learning on the Go" EDU Pilot Project
[▼]	Reallocate USF funds to increase funding for the Schools and Libraries (E-rate) USF program
[▼]	Set an annual date for the Form 471 filing window deadline (similar to April 15 tax deadline)
[▼]	Revise the E-rate discount matrix

Basic Information About You

Please provide basic information about your organization. Your response is confidential. This information will be used only for statistical analysis of aggregated data.

＊My organization's Billed Entity Number is:

[   ]

＊What is the email address of the contact person listed on your most recent Form 471 application?

(This is required to authenticate your survey results. The e-mail address will not be used to contact you or your school district.)

[   ]

Please share any other comments or ideas that you have about the E-rate program.

Thank you for taking the time to complete this survey. If you have questions about the survey, please e-mail info@fundsforlearning.com or call 405-341-4140.