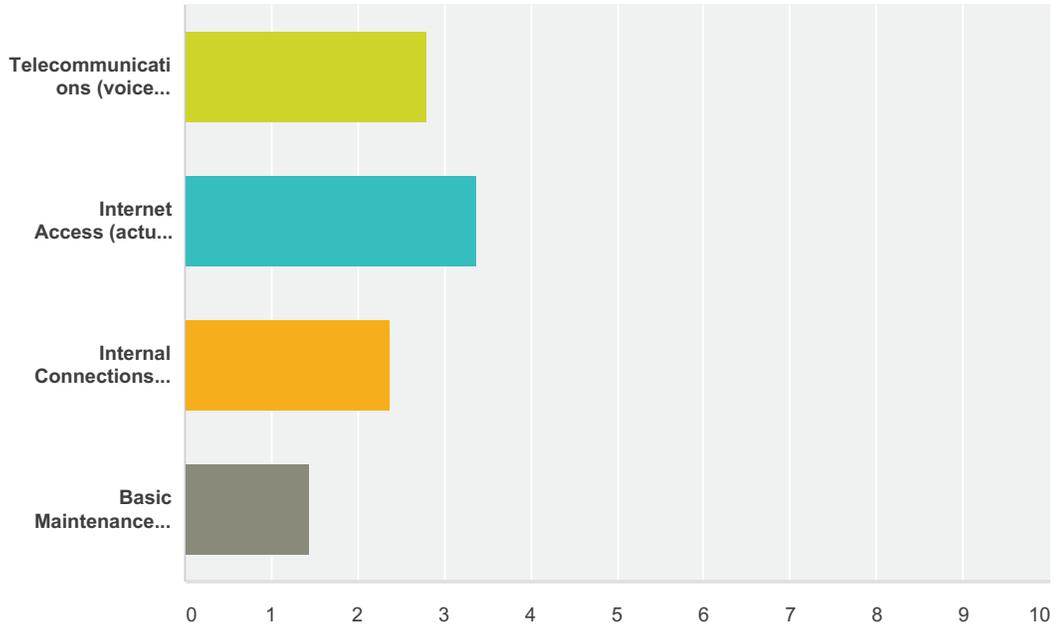


### Q1 How would you rank the importance of E-Rate funding categories? (1=most important - 4=least important)

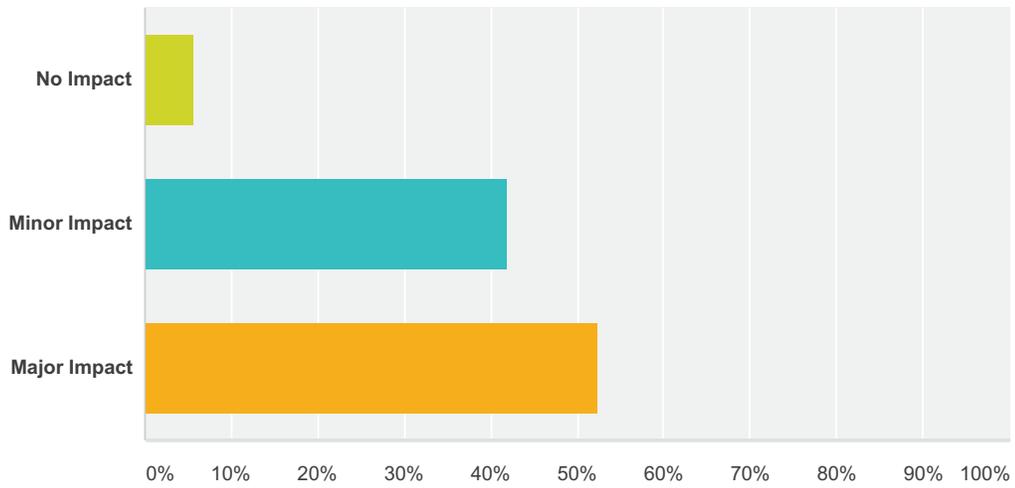
Answered: 246 Skipped: 4



	1	2	3	4	Total	Score
Telecommunications (voice services like phone lines, hosted VOIP and cellular)	31.30% 77	32.93% 81	19.51% 48	16.26% 40	246	2.79
Internet Access (actual bandwidth)	55.69% 137	31.71% 78	7.72% 19	4.88% 12	246	3.38
Internal Connections (equipment like WAN, wireless, etc.)	7.32% 18	32.52% 80	51.63% 127	8.54% 21	246	2.39
Basic Maintenance (upkeep of Internal Connections)	5.69% 14	2.85% 7	21.14% 52	70.33% 173	246	1.44

### Q2 Is the reduction in Voice funding having a negative impact on your School / Library / District?

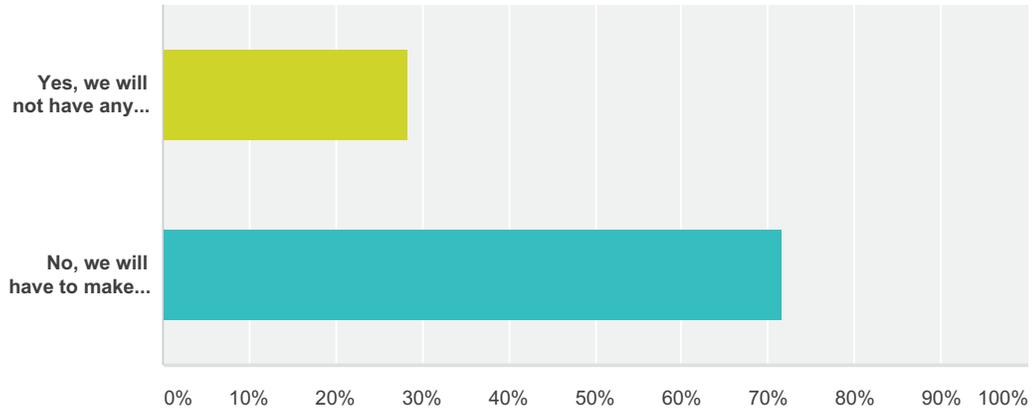
Answered: 248 Skipped: 2



Answer Choices	Responses
No Impact	5.65% 14
Minor Impact	41.94% 104
Major Impact	52.42% 130
<b>Total</b>	<b>248</b>

### Q3 Can your School / Library / District afford to pay for services no longer supported by E-Rate

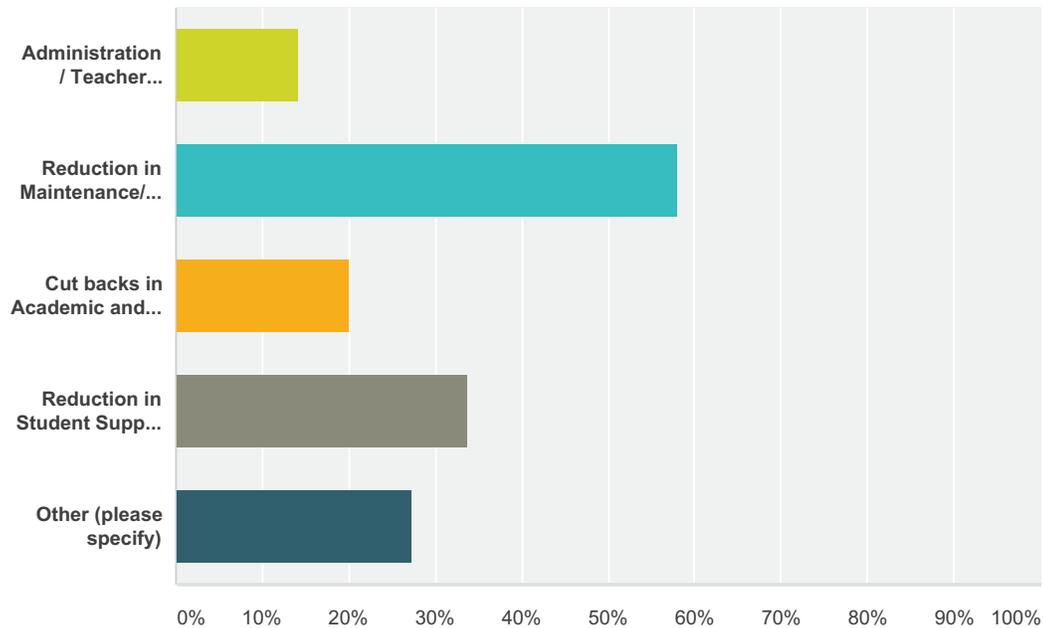
Answered: 243 Skipped: 7



Answer Choices	Responses
Yes, we will not have any financial burden	28.40% 69
No, we will have to make some very hard decisions	71.60% 174
<b>Total</b>	<b>243</b>

### Q4 How does your School / Library / District plan to pay for services no longer supported by E-Rate? (check all that apply)

Answered: 245 Skipped: 5



Answer Choices	Responses
Administration / Teacher Salary or Staff Reduction	14.29% 35
Reduction in Maintenance/Operations or Capital Budget	57.96% 142
Cut backs in Academic and Extra Curricular Activities	20.00% 49
Reduction in Student Support Services and/or Supplies	33.88% 83
Other (please specify)	27.35% 67
<b>Total Respondents: 245</b>	

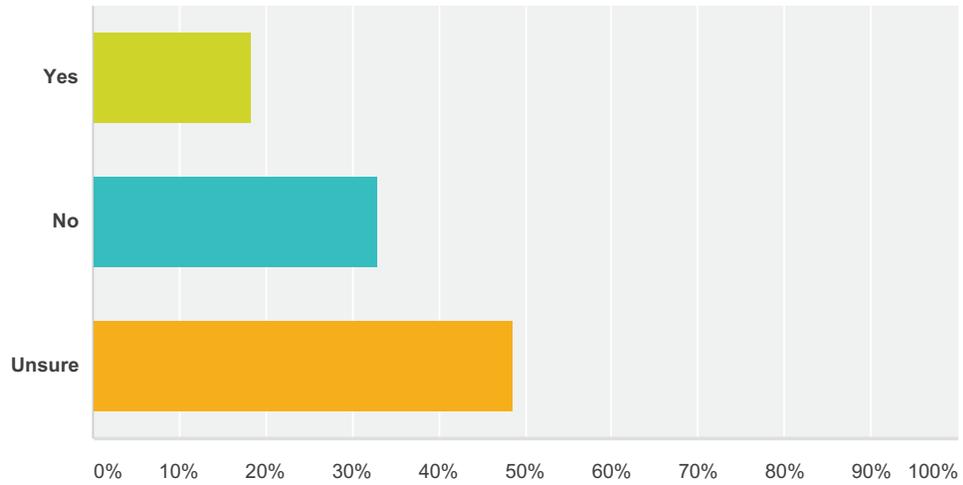
#	Other (please specify)	Date
1	not sure yet	7/6/2015 9:29 AM
2	we will have to charge for our fax service	7/1/2015 12:03 PM
3	Absorb in maintenance and operations budget	6/30/2015 2:01 PM
4	Increase Tuition	6/30/2015 12:08 PM
5	Reduction in other IT services/costs	6/30/2015 10:42 AM
6	HAVE NO IDEA	6/30/2015 9:17 AM
7	Grantwriting	6/29/2015 5:54 PM
8	Reduce other expenses to cover added cost	6/29/2015 5:22 PM
9	Or Changes in those Services	6/29/2015 4:52 PM

10	reduction in purchase of materials	6/29/2015 4:37 PM
11	reduction in services	6/29/2015 4:17 PM
12	Added to tuition	6/29/2015 4:09 PM
13	May have to reduce materials for library patrons if telecommunications continues to be reduced.	6/29/2015 2:54 PM
14	Not sure at this time.	6/29/2015 2:51 PM
15	general funds	6/29/2015 2:42 PM
16	Cut back on ordering books	6/29/2015 2:34 PM
17	Cost sharing with City entity	6/29/2015 2:24 PM
18	reduce money from book budget which is already inadequate	6/29/2015 2:05 PM
19	General fund with no cuts to other areas	6/29/2015 1:59 PM
20	increase our budget a little and cut spending other places	6/29/2015 1:59 PM
21	We do not cut programs or staffing!	6/29/2015 1:49 PM
22	Reduction in funds used to acquire new materials and engage in programming	6/29/2015 1:49 PM
23	Community fundraising	6/29/2015 1:44 PM
24	The Library District always budgets the full cost of all eligible services so that E-rate reductions do not have a negative impact.	6/29/2015 1:40 PM
25	don't know for sure how we will handle this	6/29/2015 1:36 PM
26	We don't know yet.	6/29/2015 1:36 PM
27	reduce telco lines/ services	6/29/2015 10:09 AM
28	Bonuses for Teachers and Professional Development	6/28/2015 7:21 AM
29	cutting out magazine service -- public library	6/26/2015 5:04 PM
30	can buy buses or telephony, but not both	6/26/2015 4:06 PM
31	cut back in children summer programs	6/26/2015 2:59 PM
32	still deciding	6/25/2015 4:18 PM
33	cutting our budget in other areas such as books	6/25/2015 11:15 AM
34	less money in the contingency fund	6/25/2015 10:28 AM
35	Our telephone cost is so low we have extra in utilities to pay for it.	6/25/2015 9:56 AM
36	All of the above.	6/25/2015 7:43 AM
37	Not sure at this point.	6/24/2015 9:00 PM
38	Will have to come out of the book budget or salaries	6/24/2015 5:21 PM
39	buy fewer books	6/24/2015 5:08 PM
40	Increase to local tax base	6/24/2015 5:02 PM
41	Cut backs in library programming	6/24/2015 4:09 PM
42	Not sure	6/24/2015 4:00 PM
43	rEDUCTION IN PURCHASE OF LIBRARY SUPPLIES AND BOOKS	6/24/2015 3:39 PM
44	reductions in many areas	6/24/2015 3:10 PM
45	cuts will be made where it least impacts the students learning potential	6/24/2015 1:37 PM
46	We are waiting to see what our service provider offers.	6/24/2015 1:32 PM

47	Went to reduced services. We had to combine with a larger group to get a better price on services. The price wasn't much better and the group is a typical large group effort - We asked for a horse and got a camel.	6/24/2015 1:14 PM
48	Sacrifice other technical services	6/24/2015 12:15 PM
49	Restricting phone use or looking at VoIP	6/24/2015 12:00 PM
50	Cut backs in several areas.	6/24/2015 11:51 AM
51	Cut lines, potentially cut bandwidth.	6/24/2015 11:34 AM
52	creative financing, hardware as a service	6/24/2015 11:25 AM
53	have to cut security systems, access to fire, line for use in emergency, etc	6/24/2015 11:13 AM
54	Cut backs in programs, professional development, collection development (library)	6/24/2015 11:08 AM
55	Do Without some important services	6/24/2015 11:04 AM
56	Fundraising	6/24/2015 11:00 AM
57	Reduce usage as much as possible	6/24/2015 10:52 AM
58	reduction in services, reducing the number of phone lines	6/24/2015 10:51 AM
59	General funds will cover the expense indirectly impacting other areas.	6/24/2015 10:45 AM
60	Eliminate services or minimize	6/24/2015 10:37 AM
61	add to our budget	6/24/2015 10:35 AM
62	increase in tax	6/24/2015 10:32 AM
63	Reduction of cellular phones for School Administrators and increased budget for PRI service	6/24/2015 10:32 AM
64	we are a public library with voice mail only, no cut backs	6/24/2015 10:31 AM
65	No longer provide services	6/24/2015 10:24 AM
66	Cut if current tech budget	6/24/2015 10:24 AM
67	Eliminating individual phone lines and purchasing a PBX	6/24/2015 10:19 AM

**Q5 Is there enough money in your E-Rate Category 2 budget, combined with School / Library / District funds, to support your needs over the current 5 year period?**

Answered: 249 Skipped: 1



Answer Choices	Responses	
Yes	18.47%	46
No	32.93%	82
Unsure	48.59%	121
<b>Total</b>		<b>249</b>

## Q6 In general, what is problematic about the application process (thinking about forms and the filing process)?

Answered: 192 Skipped: 58

#	Responses	Date
1	very detailed	7/6/2015 9:29 AM
2	It isn't in plain English for those of us in rural schools who are not Tech people	7/2/2015 8:17 PM
3	Confusing	7/1/2015 1:16 PM
4	the 471 is not very user friendly, it's easy to think you missed a section since they don't follow sequentially	7/1/2015 12:03 PM
5	.	7/1/2015 9:13 AM
6	Time commitment, lack of explanation for changes. Outdated technology in webpages (IE6 compliance), multiple sets of forms. Jargon. Lack of responsive user help.	6/30/2015 5:55 PM
7	Just finding enough time to sit down at the right time and get it done.	6/30/2015 3:41 PM
8	It costs too much in man hours than it should be.	6/30/2015 3:11 PM
9	Paperwork is burdensome	6/30/2015 2:01 PM
10	the amount of time it take to get your funding comment approved.	6/30/2015 12:56 PM
11	For someone new to this, the process is very cumbersome. More specific information regarding the filing would be helpful.	6/30/2015 11:07 AM
12	Time consuming and at times difficult to understand	6/30/2015 10:38 AM
13	Inconsistent window filling dates not helpful.	6/30/2015 10:25 AM
14	Just so many forms and deadlines.	6/30/2015 10:16 AM
15	TOO MANY FORMS, TOO HAVE TO DO, TOO MANY CHANGES	6/30/2015 9:17 AM
16	too complicated	6/30/2015 9:14 AM
17	n/a	6/30/2015 8:34 AM
18	The e-rate staff wasn't sure about how to feel out the forms	6/30/2015 8:24 AM
19	That if you are new to the program you are unaware of what needs to be filled out to apply for e-rate. In addition, you don't know what other opportunities the school qualifies for.	6/29/2015 10:22 PM
20	The filing of one application with multiple FRN for different sites (libraries) hold back filing for other sites when information is needed and the FRN information is ready for seperated sites.	6/29/2015 9:35 PM
21	Major vendor did not meet expectations for assisting with anything.	6/29/2015 6:49 PM
22	Length of time to confirm approval	6/29/2015 5:54 PM
23	Everything. It is too complex and too time consuming.	6/29/2015 5:52 PM
24	The E-Rate process seems needlessly complicated and repetitive.	6/29/2015 5:22 PM
25	every year the process changes it seems. Keep things consistent from year to year	6/29/2015 4:54 PM
26	Too many forms (470,471,486) and the timetable of application review, funding decision, and actual services beginning is problematic- funding decisions after July 1 sometimes.	6/29/2015 4:52 PM
27	It is a difficult process for smaller libraries that don't have people dedicated to doing this. Our state person, Julie, is wonderful with providing support but it is still frustrating. A small thing, avoid acronyms or at least define them at some point.	6/29/2015 4:37 PM

28	Not enough training and straight-forward sequencing of the ERate process.	6/29/2015 4:17 PM
29	It is like any grant -- you must play the games that the "donor" is requesting to get the funds. No harder, no easier.	6/29/2015 4:09 PM
30	It would be helpful if the Category 2 Excel spreadsheets were not protected therefore allowing the user to copy and paste. I understand there are drop down menus but if a user could do both, it would save a lot of time.	6/29/2015 3:31 PM
31	It is very confusing to know what to check in the form boxes when they keep changing it.	6/29/2015 3:30 PM
32	Haven't filled them out yet.	6/29/2015 3:29 PM
33	Amount of paper or paperless application and time to commitment.	6/29/2015 3:12 PM
34	It is very complicated. Too many forms & dates to remember.	6/29/2015 3:00 PM
35	It takes way to long to get a response once the application is submitted.	6/29/2015 2:54 PM
36	I did not feel the instructions for the new changes were through enough. Examples would be helpful. The new forms were very confusing and did not include a well mapped out series of what to do first, how to return to fix something, if a piece of information was needed etc. Only alerted if essential info was missing. It was also extremely difficult to find model numbers on some of the cat 2 materials such as a type of wire or a connection box. Seemed rather unnecessary to provide a model number for a Cat5 box or connector.	6/29/2015 2:54 PM
37	The filing process is more complex than before. The specifics are not as detailed and the process seems to have more layers to clarify.	6/29/2015 2:51 PM
38	Cut back in telecommunications which we rely on E-Rate for funding. PIA Review process has been very involved wanting lots information compared to past years.	6/29/2015 2:46 PM
39	still too complicated and few ways to get out of it when you make an error or even to understand what the software thinks your error might be	6/29/2015 2:42 PM
40	format	6/29/2015 2:42 PM
41	Now that we passed our first year and payments, it is going smoother. Much paperwork that is very hard for a layperson to understand	6/29/2015 2:40 PM
42	thinking about forms	6/29/2015 2:34 PM
43	Choosing type of request in form 472 when you connect it to a form 470 that h Already has the type of request in it. It should error out	6/29/2015 2:33 PM
44	We go through our ESD for the application process. It was a lot of work for the funds we received.	6/29/2015 2:29 PM
45	Understanding the process	6/29/2015 2:29 PM
46	?	6/29/2015 2:24 PM
47	Anytime you only work with a process one time a year it is like starting the process for the first time.	6/29/2015 2:17 PM
48	Too cumbersome. You must hire an erate professional or you will not get it right.	6/29/2015 2:07 PM
49	every year something changes just a little and each time it does I have to spend more and more time calling support to get things figured out.	6/29/2015 2:05 PM
50	Understanding the difference of what is now considered to be telecommunications and Internet services. Having a shared budget for the district is an issue - because the calculation is starting out too low for a 5-year period - especially since network infrastructure is a pretty pricey endeavor.	6/29/2015 2:04 PM
51	I filed early and some things where changed after I filled. It would have been nice to have all the details right away.	6/29/2015 1:59 PM
52	There seems to be a lot of duplication in the questions and some of them are unclear.	6/29/2015 1:59 PM
53	New sections of the form were very confusing-what information goes in what section.	6/29/2015 1:56 PM
54	NO PRINT OPTION FOR FORM 471 SO YOU CAN PRINTOUT A WORKING COPY OF THE FORM BEFORE YOU SUBMIT IT. ERATE INTERNAL CONNECTIONS TEMPLATES ARE NOT ENTIRLEY USEABLE	6/29/2015 1:51 PM
55	Financial needs survey collections. Projecting. Since we apply for a funding year one year forward - all needs cannot always be accurately anticipated and then adequately met	6/29/2015 1:49 PM

56	Change is always tough. It is nothing I can't get used to.	6/29/2015 1:49 PM
57	The language used in much of the information provided to applicants is dominated by "legaleze" and can be difficult to understand.	6/29/2015 1:49 PM
58	Cumbersome for a small library that depends largely on volunteer staff	6/29/2015 1:44 PM
59	Making sure that all changes year-to-year are incorporated into the appropriate forms filing	6/29/2015 1:40 PM
60	I'm glad you give notifications, otherwise I wouldn't get it done. The language is complicated and filing 3 to 4 forms is a bit much.	6/29/2015 1:38 PM
61	Too complicated	6/29/2015 1:37 PM
62	too hard	6/29/2015 1:36 PM
63	Getting true comparative quotes for hardware.	6/29/2015 1:36 PM
64	All the different filings that needs to be done throughout the year. Would be really great if we could just file once.	6/29/2015 12:15 PM
65	At times the terminology is misleading as to what information is being requested. Also, the PIA process is not as streamlined as it should be.	6/29/2015 12:13 PM
66	Too cumbersome...too much red tape	6/29/2015 10:05 AM
67	It is just too much paperwork to be completed there must be some way to make it all easier!!!	6/29/2015 7:12 AM
68	Too many complicated forms to fill out!	6/28/2015 2:41 PM
69	The process requires application to work on the Erate Program as as full time job for small districts it is hard to dedicate staff to the process.	6/28/2015 7:21 AM
70	Deadlines. Sometimes it is hard to plan a year out what needs to be done to file for services by the deadlines.	6/28/2015 7:14 AM
71	Seems designed for you not to receive benefits	6/27/2015 5:04 PM
72	still too complex	6/26/2015 5:04 PM
73	huge burden, huge delays from PI reviews, USAC fights you in trying to get funded	6/26/2015 4:06 PM
74	Length applications are in REVIEW -- Here it is the last week of June, and NO WORD other than "IN REVIEW"	6/26/2015 4:04 PM
75	I foolishly left the final filing until the last day. Although I had completed everything, the program froze on the Item 21 attachment and the application timed out with my being unable to complete. I had everything complete but it wasn't accepted.	6/26/2015 4:02 PM
76	Understanding the jargon - much better with new forms!	6/26/2015 2:59 PM
77	Timing and number of forms.	6/26/2015 10:33 AM
78	I would say the biggest problem is that if we want to switch vendors for any reason we have to wait for a specific time frame because of E-Rate. This seems to make it a bit of a hassle at times.	6/26/2015 8:48 AM
79	too long of a process	6/25/2015 4:18 PM
80	We outsource this because of the time commitment	6/25/2015 4:11 PM
81	red tape	6/25/2015 2:57 PM
82	So highly technical and time consuming.	6/25/2015 11:37 AM
83	nothing	6/25/2015 11:21 AM
84	Sometimes the question are a little harder to decide which they apply to internet connections or regular phone lines.	6/25/2015 11:15 AM
85	takes more time than I like	6/25/2015 11:03 AM
86	Seems complicated.	6/25/2015 11:03 AM
87	We have been participating in ERATE for the 8+ years that I have been employed here. Every year is different, making it harder to apply. This is my first year to have missed a date because of a minor mistake and reapplication of the 471.This loss of funding is a big expense for our small rural pubic library.	6/25/2015 11:02 AM

88	I thought the new portal was harder to follow and I did not like that you could not print your application during and after the process.	6/25/2015 10:42 AM
89	some confusing nomenclature	6/25/2015 10:28 AM
90	The process just exhausts me. It's so difficult to interpret, I thank heavens that we have a state organizations that walks us through the process. So many steos, so little time.	6/25/2015 9:56 AM
91	PIA reviewers not really understanding what we are doing	6/25/2015 8:48 AM
92	No problems at this time. Have not had new categories to submit.	6/25/2015 7:43 AM
93	NO accurate calculations	6/25/2015 7:30 AM
94	Filing deadlines with little to no flexibility for change. Difficult to negotiate contracts and purchases months before service/can begin, especially when approval takes months.	6/25/2015 6:22 AM
95	The new 471 requires so much more information than the old form. There also problems with the consultants information changing during the process an the contract end dates not holding on the form 471.	6/25/2015 12:16 AM
96	I'm answering the same PIA questions I was asked prior to the "historic changes". Thought the process would have improved by now. Also, I'd like to see the actual form as a print preview.	6/24/2015 11:53 PM
97	Working on more than one year at a time, having numerous deadlines for different years, complicated forms to complete, recent, constant changes in how the forms are required to be completed	6/24/2015 10:07 PM
98	Always afraid that one small detail will cost me my funding.	6/24/2015 9:00 PM
99	Tedious	6/24/2015 8:16 PM
100	If changes are made we may need help filing out forms and when forms need filed . So we depend on help for this process.	6/24/2015 5:46 PM
101	Item 21 line items were very hard to cumbersome to input.	6/24/2015 5:38 PM
102	School lunches. All the big schools get the help.	6/24/2015 5:31 PM
103	The constant changes to the forms. This year it was extremely difficult and time consuming. Had to seek expert help to understand what was needed on the forms. This is not cost effective for our small library budget.	6/24/2015 5:21 PM
104	For small libraries with no technical staff, understanding the technical needs enough to write for the funding was difficult.	6/24/2015 5:08 PM
105	Managing the bidding and review process combined with the overall application submission and review process can be a burden.	6/24/2015 5:02 PM
106	Way to many hoops to jump through, Too many forms, deadlines , and all that .	6/24/2015 4:59 PM
107	There is a lot of technical information that needs to be explained.	6/24/2015 4:46 PM
108	Cannot print the entire Form 471	6/24/2015 4:09 PM
109	Very time consuming for small libraries with small staff.	6/24/2015 3:51 PM
110	too many forms, timing has to be right	6/24/2015 3:50 PM
111	NOTHING MAJOR	6/24/2015 3:39 PM
112	None	6/24/2015 3:30 PM
113	Form 471 was difficult to understand and complete.	6/24/2015 3:22 PM
114	The forms are somewhat confusing when the entire form is revamped	6/24/2015 3:03 PM
115	The spreadsheet template process (download template, fill in and upload) never worked. I ended up having to enter all the information manually.	6/24/2015 2:24 PM
116	No opinion.	6/24/2015 2:11 PM
117	For applicants who do not specialize in the E-Rate process the process is very time consuming, confusing by using unique terms to the process and dedicated to those individuals and companies who have evolved to make a living simply off of the process. This severely limits access to the participants the program was designed to assist.	6/24/2015 1:44 PM

118	The forms are complicated and hard to fill out for a first time applicant.	6/24/2015 1:40 PM
119	Keeping track of due dates for the variety of forms.	6/24/2015 1:38 PM
120	Some things keep changing and often times forms are repetitive.	6/24/2015 1:37 PM
121	Filling out the item 20 attachments are not straight forward.	6/24/2015 1:32 PM
122	print preview was tough to capture as was budget information	6/24/2015 1:31 PM
123	I think the process is difficult to put all the info asked for together the way they want it. It almost feels as if they want us to use a company that deals with filling the forms out. We can not afford to do that.	6/24/2015 1:21 PM
124	filing for internal connections is so time consuming and confusing, I just don't do it.	6/24/2015 1:18 PM
125	I don't think that the application process is difficult but I worked for the federal gov't before becoming a teacher.	6/24/2015 1:14 PM
126	The choices in the menus aren't specific enough. You have to chose what seems to be the closest match to your need. Then hope that it doesn't get rejected.	6/24/2015 1:04 PM
127	none	6/24/2015 12:37 PM
128	Exact status of the application	6/24/2015 12:18 PM
129	Delays in approving funding requests	6/24/2015 12:15 PM
130	consistency with wording. My biggest problem is trying to read the forms in legal jargon and I want user jargon.	6/24/2015 12:12 PM
131	The software is sometimes not user friendly.	6/24/2015 12:12 PM

132

From a consultant's perspective, I was very frustrated that you could not print preview the Form 471 as a whole document and save as a pdf. And, once you hit submit, you could not go back and make changes. The previous Form 471 allowed you to hit submit and then print preview. You could still go back into the Form 471 and make changes before you certified. I was not able to then send the districts the whole document so they could review and let me know of any changes that needed to be made before we filed. I had to come up with a solution to just send them an Excel spreadsheet listing their FRN's and saved the Block 4 page as I felt that included the most pertinent information. Otherwise, you would have to screenshot every single page and also had to expand the Block 5 page to see all the info on an FRN. Just wasn't happy with how that piece worked. I would like to see all the info on one page for each FRN and not have to expand. I felt that some helpful tips for completing the Form 471 was issued too late. I had already completed several Form 471's and then would find out info that I should have been aware of before I started the application process-although I do understand it was a new form and there were kinks to work out, but info should have been made available a little sooner. The other thing I caught on the Form 471 that was different from the previous form was that I noticed on Block 5 was that when you were filling out the eligible monthly cost and ineligible amounts that previously you could enter in the monthly amount and then enter in the ineligible amount and that page would automatically calculate and remove the ineligible amount to give you the eligible monthly amount that you were applying for. However, on the new Form 471, I would enter the monthly amount and put in the ineligible amount and it would not automatically subtract the ineligible amount but just used the monthly amount as the eligible amount, which was not correct. Thankfully I caught that before I got too much further into my form process but I had to by hand, take the monthly total and subtract the ineligible amount to get the eligible monthly amount. So, it seemed like putting the ineligible amount on Block 5 was just for informational purposes-it was not something that was automatically removed. I wonder how many applicants made this same mistake and applied for a higher amount because they thought the form would remove the ineligible amount automatically like it had on the previous form 471. I talked to someone at the USAC helpdesk about this and she agreed that could be an issue for applicants not realizing it wouldn't remove the ineligible piece for them but you had to calculate it on your own before entering in the amount. I just did not care for the layout of the Form 471 and that I had to expand things to see all the info. I like to see all the info on one page so I can see it as a whole. Having to expand on the FRN's and Item 21 was annoying. You would lose track of where you were because of having to expand and then minimize and just wasn't very user friendly. Another thing that I feel needs to be addressed is the Submit a Question tool and USAC help line. I could ask a question to one person and get one answer and then ask the exact same question to a different person at USAC and get a completely different answer. I feel I should be able to get a definite answer on questions I ask that should be a simple yes or no. I do realize with all the changes, that some questions did require more research. But, on a few questions that I submitted online, it took 3 months before I got a response and really needed an answer to my question before the Form 471 deadline so I knew whether or not to include a one-time cost and if certain Category 2 items were truly eligible or not. Often times, when I submit a question online, I will be very detailed about a situation regarding one of the districts I file for and the response will be very vague and did not answer my question at all. I want a definite answer back so I know how to proceed. Some situations are very unique and when they provide links to the USAC website where I can find info that somewhat pertains to my question, it still doesn't answer what I asked. I always look on the USAC website first before asking a question and if I don't feel like it gives me enough info to feel confident in going one way or another, I will submit a question. I would also like further direction regarding the Form 470 and inputting information about what services/equipment a district is looking for. How detailed of a list does USAC want? I feel like there is too much of a gray area there. I was told on some of my applications that the info was too vague and vendors couldn't provide a quote based off of the Form 470 info. Which, my understanding was they would reach out to the tech contact person listed on page 4 of the form and that person would provide them with a detailed list of what they want. If a vendor emailed or called me, I would give them the techs info. I always responded to every vendor and gave them contact info. I think it would be nice if you could include an attachment on the Form 470 under the requested services/equipment listed so the district could complete a spreadsheet with everything they are needing/wanting and that way I am not having to do duplicate data entry. Since I am a consultant and process multiple applications, I do not know the needs of the district as I am not physically there so having to type out all the info I receive from the districts is time consuming and wasteful when you could just easily import the data or add an attachment with all the necessary info that a vendor needs to submit a quote. The attachment could also include the contact person's name, phone number and email. On the Form 471, I am hoping that all the Block 4 info that I had to re-enter on Block 4 because the info didn't carry over from the previous form, that I will not have to re-enter this info every year. Being able to copy the info and then go in edit enrollment numbers and NSLP numbers if necessary would be very helpful. To me there is no sense in having to re-enter the same info every year. Maybe even have the Block 5 info carry over too. Especially with multi-year contracts since the vendor and contract sign dates and expiration dates will be the same until the contract ends. You could just update info as needed. That's why I would really like USAC to think about the consultant side of things when creating forms. I file for 76 school districts and I am the only person that handles this so finding ways to streamline the process and eliminate having to duplicate data entry would be a time saver for consultants. If you are a district that doesn't use a consultant and files your own E-Rate forms, it wouldn't be an issue, but when you are filing multiple forms and having to re-enter the same info year after year, it definitely takes a lot of time to complete this process.

6/24/2015 12:09 PM

133	Lack of ability to be able to produce proper printed copies of forms	6/24/2015 12:06 PM
134	hard to check the status of my filings	6/24/2015 12:02 PM
135	Can no longer print Form 471 in its entirety with new filing system	6/24/2015 11:51 AM
136	This was my first time. I downloaded your forms so that we would be familiar with the on-line process. They did not match up. I ended up on one area that would not take our information. I was upset and finally just called. Whoever I spoke with was very helpful and walked me through the process. Even still I am not sure if everything was filled out properly.	6/24/2015 11:51 AM
137	I was denied this year because I did not file the right way, but I wasn't clear about the procedure. I will try to do better next year.	6/24/2015 11:48 AM
138	too complicated	6/24/2015 11:46 AM
139	Still too much paperwork for basic services	6/24/2015 11:40 AM
140	The wording is not clear for all information needed.	6/24/2015 11:40 AM
141	The forms in themselves are very confusing. The filing process is intimidating, with one form now, another later, etc. Just when I think I'm finished I get notification that there's a different form I need to fill out-I understand the need to apply, but then why do we have to go through another whole process just to receive funds? Even those at the state level and with the companies we work with do not understand this process well after many years. This past year (I have only done e-rate 2 yrs) I asked for help and guidance from both state and service companies and got two conflicting answers. I have a full-time job running a library-I do not have anyone to help me with these forms-so I gave up and did not go any further with the filing. I will take the risk and deal with the budget issues rather than have this stress and headache. If the federal government really wants to help and get these funds to where they need to go-the process needs to be simplified drastically.	6/24/2015 11:35 AM
142	The process itself sometimes contains confusing wording, leading to issues with filing.	6/24/2015 11:34 AM
143	The process is too labor intensive. Too many forms, deadlines etc.	6/24/2015 11:27 AM
144	New (current) funding rules penalizes districts with small populations, since funding is per-capita. A firewall costs the same if you have 100 students vs 1000 students on a campus.	6/24/2015 11:25 AM
145	It's become too difficult to manage in-school, and we've had to contract it out to someone who's able to focus on e-Rate only. Comments from this person are very discouraging as the eRate 2.0 process is more difficult and taking more of his time, and thus increasing our annual management costs.	6/24/2015 11:25 AM
146	Time consumption. There is no online storage of information gathered year to year to refer to when completing the next year's forms.	6/24/2015 11:20 AM
147	having local funding of lines go through the board of education CRAZY because our system has multiple suppliers and local school PAY for all services; changes as application went along; the in-between steps vs just going to HELP DESK person	6/24/2015 11:13 AM
148	Learning the new forms was the challenge	6/24/2015 11:12 AM
149	Would like to see the speed of processing applications improve.	6/24/2015 11:12 AM
150	Have problems with it accepting my pin for certification if filing more than 1 form in a day, language can be confusing- not 100% sure I ask for the right thing	6/24/2015 11:08 AM
151	For Category 2 projects It would be nice to have a USAC provided contract form that is a part of the Form 471. Would help in two ways: 1) Standardize the language and makes it uniform; 2) as part of the Form 471, it would help with documentation & retention.	6/24/2015 11:04 AM
152	I'd rather have my teeth pulled. It could be so simple and it is completely hard to understand and fill out.	6/24/2015 11:02 AM
153	Improvements have been made, but it is still more labor-intensive than it needs to be.	6/24/2015 11:00 AM
154	The inability to attach documents / spreadsheets to support the application causing those questions to come up in PIA review.	6/24/2015 10:55 AM
155	Language was foreign to me. Even my tech person didn't understand it.	6/24/2015 10:54 AM
156	having to file 3 forms each time and a separate BEAR form for each month of reimbursement is cumbersome. The computer software doesn't always work right and we end up having to file again. Some areas of the form keep asking you the same questions.	6/24/2015 10:53 AM

157	understanding the eligible services and separating the ineligible services	6/24/2015 10:52 AM
158	Too long a process	6/24/2015 10:52 AM
159	It should be simpler. All schools have cost associated to phones for communication and Internet access. We should be able to pick a provider, apply for erate funds based on free and reduced numbers and after that it should be as simple as a check box to continue the next year. The whole process is only designed to discourage application.	6/24/2015 10:51 AM
160	The forms still lack clarity in many places, especially to those new at eRate.	6/24/2015 10:49 AM
161	Budget year does not coincide with school year budgeting cycle.	6/24/2015 10:47 AM
162	The process seems to change every year. We have just started participating in erate the last 4 years, but it seems every year had to be relearned.	6/24/2015 10:46 AM
163	Length of time required to receive approval.	6/24/2015 10:45 AM
164	overly complicated and time consuming	6/24/2015 10:45 AM
165	Our largest issue is matching the expenses to the designated categories. The terminology proves challenging at times.	6/24/2015 10:45 AM
166	Very complicated and time consuming.	6/24/2015 10:38 AM
167	Too many forms	6/24/2015 10:38 AM
168	Changing spins are impossible, yet we are suppose to provide a competitive environment? Doesn't work. Changing services and timing we will not be funded.	6/24/2015 10:37 AM
169	Always confusing for me as I am in a small district, I am a teacher and must try to figure out the mounds of paperwork and regulations in very little time.	6/24/2015 10:36 AM
170	Filing all forms on time. Working on multiple years.	6/24/2015 10:35 AM
171	Numerous forms take a lot of time, especially in a one person library	6/24/2015 10:35 AM
172	Funding year starts July 1 but our summer for installation begins June so this puts us a month behind for purchase/installation. In addition, our past experience has shown that E-Rate funds for Category 2 have never been reliable and so we have to budget the full amount, purchase and install in the summer and hope for reimbursement funds. In addition, the PIA reviews are a bit sketchy - most reviewers never reviewed our Attachment 21's before contacting us to get more detail - if they had reviewed the Attachment 21's then they would not have needed to contact us.	6/24/2015 10:32 AM
173	Form 471 was difficult. Especially when having to do our own calculations.	6/24/2015 10:32 AM
174	The changes for filing E-Rate this year as opposed to last year. Not problematic, just different.	6/24/2015 10:31 AM
175	Keeping track of current year forms and previous years.	6/24/2015 10:31 AM
176	very complicated - even just filing for POTS. I have less trouble filing income taxes.	6/24/2015 10:31 AM
177	confusing at points	6/24/2015 10:24 AM
178	Attachment 21	6/24/2015 10:24 AM
179	I think the filing application and accountability forms could be simplified while still providing accurate information.	6/24/2015 10:22 AM
180	It's fairly complex	6/24/2015 10:19 AM
181	Nothing	6/24/2015 10:19 AM
182	The education/update of info. is the hardest thing to stay updated on.	6/24/2015 10:18 AM
183	Poor information about what is eligible for Internal connections.	6/24/2015 10:17 AM
184	Forms use new terminology that seemed confusing. Item 21 attachments limited what you could call various services, which made it difficult to categorize what each line item should be.	6/24/2015 10:17 AM
185	Instructions on the USAC/SL website are not always current. Need better explanations of questions in the online 471.	6/24/2015 10:17 AM
186	It is unclear which category to mark. Spell it out better.	6/24/2015 10:16 AM

187	We are a small community and have faced some drastic budget cuts in the past 2 years. We are facing an even tougher one in this next fiscal year. Without the assistance provided by E-Rate funding we will have to re-evaluate and possibly cut services in other areas.	6/24/2015 10:16 AM
188	Filing of forms, like 471 is much too cumbersome to complete - especially for consortium applications.	6/24/2015 10:14 AM
189	Nothing was overly problematic once we had an opportunity to have the changes in funding/application forms explained to us.	6/24/2015 10:14 AM
190	Probably not the most streamlined way to track erate \$ and services.	6/24/2015 10:14 AM
191	forms are too long / specific for listing individuals items being purchased for hardware	6/24/2015 10:14 AM
192	I have not experienced any problems at this time..	6/24/2015 10:11 AM

## Q7 In general, what is very helpful about the application process (thinking about forms and the filing process)?

Answered: 182 Skipped: 68

#	Responses	Date
1	finishing it	7/6/2015 9:29 AM
2	It is helpful you allow us to pay our contract form filling out people	7/2/2015 8:17 PM
3	USACs support staff	7/1/2015 12:03 PM
4	.	7/1/2015 9:13 AM
5	The fact that it's online instead of paper. That's about all.	6/30/2015 5:55 PM
6	Being able to fill out some of the form and save it to come back when you have a little more time.	6/30/2015 3:41 PM
7	Nothing	6/30/2015 3:11 PM
8	Technical support availabe	6/30/2015 2:01 PM
9	n/a	6/30/2015 12:56 PM
10	The phone number for help.	6/30/2015 11:07 AM
11	Funding	6/30/2015 10:38 AM
12	Online registration/submission is helpful.	6/30/2015 10:25 AM
13	Auto fill	6/30/2015 10:16 AM
14	NOTHING	6/30/2015 9:17 AM
15	make it simple	6/30/2015 8:34 AM
16	that the people who assist you in filing and filling out the forms are very helpful and courteous	6/29/2015 10:22 PM
17	Linking on to the see the application after it is filed.	6/29/2015 9:35 PM
18	Online forms and instructions are helpful.	6/29/2015 6:49 PM
19	Having a knowledgeable consultant to take care of the process	6/29/2015 5:54 PM
20	Nothing is helpful.	6/29/2015 5:52 PM
21	the Customer Support Line is invaluable since the forms and process are so convoluted and lengthy.	6/29/2015 5:22 PM
22	I can log back in where I left off if needed	6/29/2015 4:54 PM
23	some areas easier to fill out.	6/29/2015 4:54 PM
24	Lots of information out there and lots of help but the forms are cumbersome.	6/29/2015 4:52 PM
25	Julie, our state representative, is a wonderful resource. I believe that once I become more familiar with the new forms, especially category 2, it will be easier in future years.	6/29/2015 4:37 PM
26	The online process.	6/29/2015 4:25 PM
27	nothing	6/29/2015 4:17 PM
28	Once on-line, and with information in front of you, the actual application is a small amount of time compared to the "great information ready" phase.	6/29/2015 4:09 PM
29	I thought the process was very streamlined and liked it better than the year prior. This is my second year with the E-rate process.	6/29/2015 3:31 PM

30	Our state library class about filing the e-rate forms year to year.	6/29/2015 3:30 PM
31	Haven't filled one out yet.	6/29/2015 3:29 PM
32	Online tools	6/29/2015 3:12 PM
33	Mailed reminders.	6/29/2015 3:00 PM
34	Forms are easy to navigate	6/29/2015 2:54 PM
35	The fact that you are told if something essential is left off.	6/29/2015 2:54 PM
36	The filing process itself took a little less time once it became clear how to process the various layers of information.	6/29/2015 2:51 PM
37	Form 471 was a little easier and faster to fill out and file.	6/29/2015 2:46 PM
38	nothing although after I screw up the person who calls is always very willing to take the time to get everything untangled. so if that is part of the process it is good.	6/29/2015 2:42 PM
39	Breakdown of services and numbers and filling out bear forms is helpful. Also it helps us understand our needs and our budget in telecommunications	6/29/2015 2:40 PM
40	thinking about forms	6/29/2015 2:34 PM
41	Going through our ESD was very helpful.	6/29/2015 2:29 PM
42	Getting help/assistance	6/29/2015 2:29 PM
43	Recent changes attempting to streamline forms and consolidate access to all forms and applications.	6/29/2015 2:24 PM
44	I really can not think of anything that makes this process helpful. I usually just refer to the prior years application for assistance.	6/29/2015 2:17 PM
45	nothing specific but it is worth it for us to go through the process to get the money.	6/29/2015 2:05 PM
46	Online certification is wonderful.	6/29/2015 2:04 PM
47	I like the new format. It was much easier to work with.	6/29/2015 1:59 PM
48	You can use previous apps to fill out the current app.	6/29/2015 1:59 PM
49	SOMEWHAT HELPFUL WAS THE INCLUSION OF ITEM 21'S.	6/29/2015 1:51 PM
50	we use a consultant because we staff the application process on top of everything else that needs doing in the school. We couldn't access funds without outsourcing.	6/29/2015 1:49 PM
51	nothing that I can think of.	6/29/2015 1:49 PM
52	The on-line application process is wonderful as is the ability to check on the status of your application. I have also found the individuals providing assistance int he application process to be very pleasant, knowledgeable, and helpful.	6/29/2015 1:49 PM
53	year to year similarity	6/29/2015 1:44 PM
54	That the process is all on-line.	6/29/2015 1:40 PM
55	Notifications	6/29/2015 1:38 PM
56	Can't think of anything	6/29/2015 1:37 PM
57	nothing	6/29/2015 1:36 PM
58	The new 471 was better	6/29/2015 1:36 PM
59	Nothing.	6/29/2015 12:15 PM
60	The resource desk/help desk.	6/29/2015 12:13 PM
61	more streamline, less time spent on filling out the application	6/29/2015 10:09 AM
62	Just the opportunity for a help desk from support	6/29/2015 10:05 AM
63	Nothing	6/29/2015 7:12 AM

64	Nothing is helpful about the application!	6/28/2015 2:41 PM
65	The new forms have gotten better.	6/28/2015 7:21 AM
66	Pam Jacobs. She is always very helpful with her webinars and quickly answers any questions I have about filing and helps me when I need help.	6/28/2015 7:14 AM
67	Auto filling.	6/27/2015 5:04 PM
68	cannot think of anything	6/26/2015 5:04 PM
69	very little other than the form 470, but it now is missing the multi year button	6/26/2015 4:06 PM
70	Completing the new Attachment 21's ONLINE IS GREAT!!!	6/26/2015 4:04 PM
71	helpful to be able to call for help	6/26/2015 2:59 PM
72	On line and refilled in sections. Still too many forms.	6/26/2015 10:33 AM
73	It helps me to keep organized to make sure we aren't over-spending with what we need and use.	6/26/2015 8:48 AM
74	Videos that help explain the changes	6/26/2015 8:08 AM
75	having consultant help	6/25/2015 4:18 PM
76	consultants	6/25/2015 2:57 PM
77	Good customer service.	6/25/2015 11:37 AM
78	similar form year after year	6/25/2015 11:21 AM
79	Not quite as long as the old forms--more to the point.	6/25/2015 11:15 AM
80	?	6/25/2015 11:03 AM
81	Seems easy but actually not.	6/25/2015 11:03 AM
82	IT is helpful to have had someone local from inside the department of libraries assist with understanding and foreseeing any and all changes to the program.	6/25/2015 11:02 AM
83	uploading a spreadsheet	6/25/2015 10:42 AM
84	the changes in the filing process is minimal, and the people who request clarification (at USAC) are specific and approachable.	6/25/2015 10:28 AM
85	The only think helpful is my state library organization KDLA - they make it possible for me to get the small amount of money I do.	6/25/2015 9:56 AM
86	New erate online forms	6/25/2015 8:48 AM
87	Seems very user friendly. No problems regarding current requests, but a new category for a vendor can be very hard to understand and proceed with.	6/25/2015 7:43 AM
88	Online forms and streamlining have made the process easier	6/25/2015 6:22 AM
89	Filing them online.	6/25/2015 12:16 AM
90	Input of requested information is easier to place.	6/24/2015 11:53 PM
91	Having a knowledgeable, wonderful Sate Library employee who can and has many times helped me with the completion of the forms and keeping those of us who participate in the E-Rate process up to date with clear, concise, information and explanations via email.	6/24/2015 10:07 PM
92	I hope the new system will be much simpler.	6/24/2015 9:00 PM
93	?	6/24/2015 8:16 PM
94	Knowing we have always had help with this process.	6/24/2015 5:46 PM
95	Population of the budget numbers for each campus	6/24/2015 5:38 PM
96	That our district helps us.	6/24/2015 5:31 PM
97	Only good thing is it can be done online. Some info is generated to other areas of the form automatically.	6/24/2015 5:21 PM

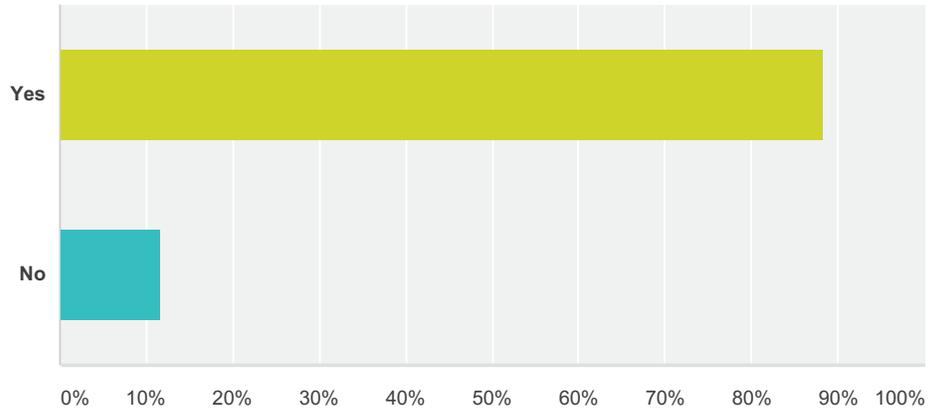
98	The most helpful part was the staff at Universal Service who were able to answer questions.	6/24/2015 5:08 PM
99	It forces short and long term planning and forces deadlines to have all work complete on time.	6/24/2015 5:02 PM
100	Nothing that I can think of.	6/24/2015 4:59 PM
101	Help desk assistance.	6/24/2015 4:46 PM
102	The help to understand and complete the forms.	6/24/2015 3:51 PM
103	that they are online	6/24/2015 3:50 PM
104	Item 21 vendor import	6/24/2015 3:30 PM
105	Online forms and submission save time.	6/24/2015 3:22 PM
106	Filing online is helpful.	6/24/2015 3:03 PM
107	I thought overall the new 471 file was much easier to use than the old one. With the exception of the spreadsheet template process. I also was pleased to see that I didn't get timeout errors and that my work was saved all along the way. Good job!	6/24/2015 2:24 PM
108	No opinion.	6/24/2015 2:11 PM
109	The new way to file Form 21	6/24/2015 1:44 PM
110	I like it when some of the info is prefilled	6/24/2015 1:40 PM
111	Online filing & certification. Toll free help line.	6/24/2015 1:38 PM
112	online filing	6/24/2015 1:37 PM
113	This last year was a lot simpler than before.	6/24/2015 1:32 PM
114	help desk provides good advice	6/24/2015 1:31 PM
115	Help in filling it out automatically is good. I wish they would do it for more items on the forms.	6/24/2015 1:21 PM
116	The new online interface is much easier to use.	6/24/2015 1:18 PM
117	The people that help with directions over the phone are GREAT. They have answered every one of my questions, patiently! We also have a wonderful E-rate person in PA, Julie Tritt Shell.	6/24/2015 1:14 PM
118	The new interface is much nicer and cleaner. Having Item 21 easily accessible is really convenient.	6/24/2015 1:04 PM
119	ease of use	6/24/2015 12:37 PM
120	Forms	6/24/2015 12:18 PM
121	New Online format is better.	6/24/2015 12:17 PM
122	All filing is electronic and Item 21 attachments are simpler.	6/24/2015 12:15 PM
123	The forms are easy to access and submit.	6/24/2015 12:12 PM
124	The customer service reps help when the software doesn't work or is confusing.	6/24/2015 12:12 PM
125	I will say the Form 471 was fairly easy to navigate through and easy to understand, but there are definitely things that could be done to improve it. I think the Form 486 and BEAR forms are very easy to navigate through and have had no issues there at all. I do like that USAC sends out emails each week with important info and helpful tips. Keeping everyone informed of what is going on, is very helpful and informative.	6/24/2015 12:09 PM
126	Nothing	6/24/2015 12:06 PM
127	reliability is better and the save feature is a big improvement	6/24/2015 12:02 PM
128	Specialists are very helpful with answers when contacting customer operations.	6/24/2015 11:51 AM
129	Your 1-800 help line.	6/24/2015 11:51 AM
130	The people in the review	6/24/2015 11:48 AM
131	The complicated forms are worth it in the end if all is done correctly.	6/24/2015 11:46 AM

132	On-line information	6/24/2015 11:40 AM
133	Automation	6/24/2015 11:39 AM
134	nothing	6/24/2015 11:35 AM
135	The support staff are wonderful and answer all questions. The forms themselves are less time intensive than in the past.	6/24/2015 11:34 AM
136	It is helpful that it is an online application.	6/24/2015 11:27 AM
137	new rules are still confusing, not sure what can be applied for or not.	6/24/2015 11:25 AM
138	Forms seem to be pretty easy to fill in. When it comes to finalizing the form our contracted manager walks us through the process when we are both looking at the same screens.	6/24/2015 11:25 AM
139	The help of an outside company like Funds for Learning helps me immensely in completing and storing all the forms.	6/24/2015 11:20 AM
140	online	6/24/2015 11:13 AM
141	What is helpful is examples of forms	6/24/2015 11:12 AM
142	The ability to see the status of the process online.	6/24/2015 11:12 AM
143	Being able to copy from one form to another	6/24/2015 11:08 AM
144	Nothing - Things are less complex than paper based forms, but more complex than previous years online.	6/24/2015 11:04 AM
145	The result is the only good part. There is nothing helpful about the process.	6/24/2015 11:02 AM
146	Recent minimizing and automatic populating of forms. More is needed. Improved response to multi-year contracts.	6/24/2015 11:00 AM
147	Not having to upload the block 4 on every application.	6/24/2015 10:55 AM
148	self populating items that fill in. Help is pretty good. There should be a button on the bottom that allows you to print from the page. Individuals who I have had to call have been helpful.	6/24/2015 10:53 AM
149	The new forms are easier. Love the drop downs	6/24/2015 10:52 AM
150	It is on-line	6/24/2015 10:52 AM
151	It can be done online.	6/24/2015 10:51 AM
152	The fact that everything can still be submitted online.	6/24/2015 10:49 AM
153	Easy to follow	6/24/2015 10:47 AM
154	The 1800 number and USAC staff! Hands down the best help ever!	6/24/2015 10:46 AM
155	On-line process is excellent	6/24/2015 10:45 AM
156	The layout is nice and easy to navigate. Also the preview is helpful and used to assist with information compilation.	6/24/2015 10:45 AM
157	User friendly.	6/24/2015 10:38 AM
158	doing it online	6/24/2015 10:38 AM
159	Perfect.	6/24/2015 10:37 AM
160	I like that it is all online and that there is always someone to answer my questions on the help line.	6/24/2015 10:36 AM
161	Online Item 21	6/24/2015 10:35 AM
162	prefilled parts	6/24/2015 10:35 AM
163	Online.	6/24/2015 10:32 AM
164	The availability to call an individual.	6/24/2015 10:32 AM
165	The 470 form is easy, then you have the 30 day waiting period. Once I got the 471 filing, it made sense.	6/24/2015 10:31 AM

166	The on-line application and submission.	6/24/2015 10:31 AM
167	I have someone from our library service area who guides me through the process, otherwise I'd be lost.	6/24/2015 10:31 AM
168	Will be better when we all get used to it	6/24/2015 10:24 AM
169	The 470 form is better but still needs to be more user friendly.	6/24/2015 10:24 AM
170	It is helpful to have the forms online.	6/24/2015 10:22 AM
171	Being able to do it online	6/24/2015 10:19 AM
172	Nothing	6/24/2015 10:19 AM
173	The customer support people are the best part of the process. When I am stuck they are knowledgeable and pleasant.	6/24/2015 10:18 AM
174	Can read the PIN now when you certify.	6/24/2015 10:17 AM
175	The form did seem more streamlined, better thought through, I like the condensed nature of everything and it seemed to run smoother than the previous forms.	6/24/2015 10:17 AM
176	Just being able to file online is a tremendous help.	6/24/2015 10:17 AM
177	being able to complete the Item 21 attachment on line	6/24/2015 10:16 AM
178	The forms for the application process are a bit time consuming, but they are workable. Not changing them quite so often would be even more helpful.	6/24/2015 10:16 AM
179	Everything is done on-line.	6/24/2015 10:14 AM
180	The technical assistance we received from our regional e-rate consultant, Mindy Fiscus, was extremely beneficial.	6/24/2015 10:14 AM
181	We have our erate paperwork filed by an outside agency that specializes in providing this service for schools. It is much easier for us now.	6/24/2015 10:14 AM
182	On line information has been very helpful in the process.	6/24/2015 10:11 AM

### Q8 Would you like to see more applicant involvement in the on-going changes being made to the E-Rate Program?

Answered: 238 Skipped: 12



Answer Choices	Responses	
Yes	88.24%	210
No	11.76%	28
<b>Total</b>		<b>238</b>

## Q9 Do you have any other comments about the E-Rate program?

Answered: 142 Skipped: 108

#	Responses	Date
1	no	7/6/2015 9:29 AM
2	a lot of paperwork	7/1/2015 1:16 PM
3	.	7/1/2015 9:13 AM
4	More consideration of the needs of tiny (not small, tiny) libraries and districts needs to be given. On the survey, Question 3 needs a middle option.	6/30/2015 5:55 PM
5	It helped us establish a library where there had never been one before and to provide services never done before. We will lose a measurable percentage of our children's programming.	6/30/2015 3:11 PM
6	n/a	6/30/2015 12:56 PM
7	Have yet to participate because we are not understanding the process	6/30/2015 11:07 AM
8	After we have spent all our spare dollars on network infrastructure, they now start paying for it. They now don't pay for phones which we need. They could get additional funding to help schools if they would discontinue the FCC would discontinue the free phone program or reduce it to only those in need and transfer those funds to education.	6/30/2015 10:16 AM
9	HAVE 1 FORM, NOT 3, TOO HARD TO DO	6/30/2015 9:17 AM
10	its is waste of tax dollars	6/30/2015 8:34 AM
11	E-rate should have an in service to inform people what other programs are offered through e-rate for schools to take advantage of the program.	6/29/2015 10:22 PM
12	The E-Rate program is important for small rural public libraries with assistance in the discounts in telephone (voice) services, Internet, Internal Connections and Basic Maintenance. The reduction of voice monies will hit the already hard hit local budget in having to pay the added costs for telecommunications. These discounts allow for the libraries to use monies saved for critical library operations. It is hopeful that the FCC will re-consider reducing the telephone services (voice) for libraries and schools. Thank you. Poor in Rural South Texas	6/29/2015 9:35 PM
13	It is a good program, I hope funds are made available for continuance.	6/29/2015 5:54 PM
14	Simplify Simplify Simplify	6/29/2015 5:22 PM
15	provide the grids for suppliers on line for payments directly form service provider	6/29/2015 4:54 PM
16	how will we afford internet service when we get bigger cuts.	6/29/2015 4:54 PM
17	Valuable Program that deserves more Federal support.	6/29/2015 4:52 PM
18	Important program but needs simplified.	6/29/2015 4:37 PM
19	It seems like all the eggs are being put in one basket!	6/29/2015 4:25 PM
20	simplify it!	6/29/2015 4:17 PM
21	Same as #6 above.	6/29/2015 4:09 PM
22	The elimination of voice services is a huge blow to libraries. Most small libraries cannot afford filtered internet services, so we already cannot apply for help with that. It would be a huge boost to libraries to reinstate voice services and/or allow e-rate funding for unfiltered internet services.	6/29/2015 3:30 PM
23	For the connection speed we received and the fees that were charged, I don't feel like we received the services we agreed upon.	6/29/2015 3:28 PM

24	Telephony is where the funds come from on the users billings. Yet the FCC is reducing the allotment to telephony services?? Are they going to start adding a USAC fee to Internet and other data service to make up the short fall or just scrap the program all together?	6/29/2015 2:54 PM
25	We could not provide the services we are giving for our library customers without Erate funds. The budget simply would not cover what is needed. I really hate to see the phone services discontinued as this is still a pricey items for us to pay. I am hoping that they can at least be held at 50% or more.	6/29/2015 2:54 PM
26	This program has been very beneficial in supplementing our funding budgets. Without this program it would be very difficult to provide the technology infrastructure we have provided for our district over the past 10 plus years.	6/29/2015 2:51 PM
27	I don't like the phase of telecommunications for funding. Many school districts use E-Rate for funding telecommunications. Even with the changes Category 2 budget process I doubt we will ever receive funding unless our F/R lunch counts exceed 80%	6/29/2015 2:46 PM
28	It truly is wonderful and has supported this library in increasing our ability to purchase bandwidth but it is a hard road to get the forms done in an acceptable manner.	6/29/2015 2:42 PM
29	We are very grateful for this subsidy. Our school serves the majority of families who are low income. We cannot really turn to them for fundraising since many of them are new immigrants and have multiple responsibilities, learning a language, parenting, working, seeking employment, getting job interviews and training.	6/29/2015 2:40 PM
30	We were audited. The amount it would have cost ESD was more than we received in funding. They did it at no cost because of that.	6/29/2015 2:29 PM
31	none at this time	6/29/2015 2:24 PM
32	I would like to find out what it would cost for a consultant to manage our E-Rate process.	6/29/2015 2:17 PM
33	I have done this for 18 years and I'm so glad this was my last time as I am retiring.	6/29/2015 2:05 PM
34	The E-Rate program is a wonderful. Without the financial aid, our school system could not afford being able to access the Internet.	6/29/2015 2:04 PM
35	I am anxious to try out the new EPC.	6/29/2015 1:59 PM
36	I would like to see it continued.	6/29/2015 1:59 PM
37	The program is great but the application process needs to be simplified.	6/29/2015 1:56 PM
38	GOOD PROGRAM, HOWEVER THEY SHOULD CONSIDER REINSTATING AT MINIMUM HOSTED VOIP SERVICES, THESE ARE IMPORTANT SERVICES FOR THE SAFETY & EDUCATION OF STUENTS WHICH CAN USE THE SAME BANDWIDTH AS BROADBAND DATA SERVICES	6/29/2015 1:51 PM
39	It is a great program and helps create an equitable access playing field for all. The need for internet access/telecommunications in today's educational environment is critically essential to serving students. Narrowing the services would be so unfortunate.	6/29/2015 1:49 PM
40	none	6/29/2015 1:49 PM
41	Thank you for its benefits provided over the past several years	6/29/2015 1:44 PM
42	Just wish it didn't have to be so complicated.	6/29/2015 1:37 PM
43	no	6/29/2015 1:36 PM
44	Some of the decisions are difficult for me to understand. Unusually harsh and inconsistent	6/29/2015 1:35 PM
45	It is very good to be receiving the discounts through the E-Rate program and we are appreciative. Filing is daunting at times, but worth the discount that we receive. I am sorry to hear that we will be receiving less for our phone service discount. Perhaps you will get positive responses and that will not happen. Thank you!	6/29/2015 12:15 PM
46	Webhosting is crucial to school districts and needs to be funded!	6/29/2015 12:13 PM
47	Getting rid of voice services only hurts school districts.	6/29/2015 10:26 AM
48	No	6/29/2015 10:05 AM
49	NO	6/29/2015 7:12 AM
50	It's a waste of time for what we qualify for.	6/28/2015 2:41 PM

51	Why does the process have to take so long for approvals.	6/28/2015 7:21 AM
52	I am still too confused to make a helpful comment	6/26/2015 5:04 PM
53	long, website is terrible, funding reports are inaccurate	6/26/2015 4:06 PM
54	It appears that those that can GET THINGS DONE -	6/26/2015 4:04 PM
55	It has been very helpful and we are really going to miss it.	6/26/2015 4:02 PM
56	The e-rate program is vital to allow us to service our community - we are a small rural library	6/26/2015 2:59 PM
57	Do not forget the small rural libraries. 500 - 1000 dollars for telecommunication services makes a huge difference in their budgets.	6/26/2015 10:33 AM
58	Category 2 seems to be all but gone which is very disturbing. Not having the funding to replace larger items like our phone system is a huge concern for us.	6/26/2015 8:48 AM
59	We need to have more services in our area that will increase affordable bandwidth.	6/26/2015 8:08 AM
60	I find it stunning that the FUSC tax that we pay to our provider ( 17-20%) directly funds the ERate reimbursements we receive. The stunning part is that it amounts to government subsidy of private business building out their infrastructure and then still charging astronomical and noncompetitive rates for bandwidth back to their public sector clients. Seems like a real bait and switch move there. I would rather see our district receive that subsidy directly to build our own fiber lines and create a real long term sustainable solution. Too bad that ERate doesn't fund that activity.	6/25/2015 6:34 PM
61	n/a	6/25/2015 2:57 PM
62	Please do not end it. It is very helpful for small libraries to be able to have most of their phone and internet bills taken care of. Since technology is so important to schools and libraries and this is a very expensive service to maintain, this program is a great help.	6/25/2015 11:15 AM
63	no	6/25/2015 11:03 AM
64	no	6/25/2015 11:03 AM
65	Please continue to increase C2 funding as the current budget only gives me half of what I need to build a better infrastructure.	6/25/2015 10:42 AM
66	It's been instrumental in our ability to upgrade our access.	6/25/2015 10:28 AM
67	Isn't there some way to simplify the process?	6/25/2015 9:56 AM
68	They brought us this far with technology and now are letting us down.	6/25/2015 7:30 AM
69	If the FCC thinks that Districts are going to have more money to spend on Cat 2 they are wrong because they will have to spend it on the on-going telecom costs.	6/25/2015 12:16 AM
70	The changes are probably good and necessary, but USAC was not ready to implement such sweeping changes in so short a time span.	6/24/2015 11:53 PM
71	For our library, E-Rate reimbursement is crucial. were the reimbursement not so critical to our budget, I would not participate in the E-Rate program because the process is so confusing and complicated.	6/24/2015 10:07 PM
72	We really need the funding. Budgets are tight and this program is so important. Everything we apply for is legal and completed to the best of my knowledge but when I get questioning emails/calls to verify info, it makes me nervous!	6/24/2015 9:00 PM
73	Thankful for erate, process could be streamlined to make it easier.	6/24/2015 8:16 PM
74	The Library depends on e-rate funding for internet and phone . We are able to give our patrons faster internet speed to apply & look for jobs and further their education. Our community is very low income.	6/24/2015 5:46 PM
75	I worry about web presence for districts without the webhosting funding.	6/24/2015 5:38 PM
76	Make it helpful to all libraries not just the big ones. Small libraries need financial breaks also.	6/24/2015 5:21 PM
77	It would be helpful to consider the resources small libraries have when planning new changes. we have few resources. We often have no one on staff or on the board of trustees with enough knowledge to tackle the application without an enormous amount of stress. BUT we are in so needful of the funding in order to supply technical opportunities to our patrons.	6/24/2015 5:08 PM

78	It is a wonderful program. It just is to bureaucratic in implementation.	6/24/2015 4:59 PM
79	The program has been very helpful to us for the past nine years.	6/24/2015 4:09 PM
80	WISH YOU WOULD CONTINUE TO SUPPORT COMMUNICATIONS	6/24/2015 3:39 PM
81	None	6/24/2015 3:30 PM
82	Do not get rid of Voice funding. Phones are still a very vital part of communication. Discounts on the phone bill help out greatly.	6/24/2015 3:03 PM
83	Wish you would reconsider the decision to not accept hot spots and air cards as a viable wif-fi option for anything other than kiosks and bookmobiles. We use air cards for our library outreach programs and reach patrons who can't get to a traditional library. Not covering them will mean us making hard decisions to continue to fund what we see as a useful and viable library service.	6/24/2015 2:24 PM
84	No.	6/24/2015 2:11 PM
85	The new changes being brought to E-Rate are very apparent to be the results of lobbying efforts on behalf of higher population centers located closer to the concentrated technology industries they will do business with. Rural areas who desperately need services due to lack of access/distances from services are being shut off from the services the program was implemented to provide	6/24/2015 1:44 PM
86	A reduction/elimination in Erate for local & long distance services comes at a time when our library's major revenue (from local and state government) is flat funded, while expenses continue to increase. Every penny of Erate reimbursement is important and helps our service to our patrons. Erate for this library's category 2 services is handled at the consortium level.	6/24/2015 1:38 PM
87	I would like to commend USAC for their general knowledge when I have questions. It seems they are very thorough about getting problems resolved.	6/24/2015 1:37 PM
88	The voice services funding is the only thing our library uses. This money is important to us. We would like to continue to receive it at the 80% level we had prior to the reorganization of services.	6/24/2015 1:32 PM
89	Please find more dollars to distribute. It would be great to have support for voice services restored.	6/24/2015 1:31 PM
90	I only do e-rate because we need the money.	6/24/2015 1:21 PM
91	I am very grateful to have this program. We could not provide needed online services with out this reimbursement program. E-Rate Rocks. Also, customer service is fantastic!	6/24/2015 1:18 PM
92	Some of the questions didn't have a middle ground answer, 3 and 8 could have used it.	6/24/2015 1:14 PM
93	the change has had a negative effect on small rural schools who do not have the resources to keep our networks up to date. It makes no difference how much bandwidth you have, if you can't use it it's useless. Not every school needs 100mbps, but we do need to upgrade our lan so we can use what we have. Same as Obama care, that doesn't work either.	6/24/2015 12:37 PM
94	Question #1 is not accepting responses. In order of rank 2. Telecommunications 1. Internet Access 3. Internal Connections 4. Basic Maintenance	6/24/2015 12:15 PM
95	In New Hampshire, voters can vote down the budget. When they do we are stuck with last year's budget. That has happened in our town 14 times, so we are way behind, and e-rate is a necessity for us.	6/24/2015 12:12 PM
96	Directions are still confusing - luckily my state Erate contact has great trainings and is readily available to help	6/24/2015 12:02 PM
97	I did make a comment to my board that I would rather go to the blood bank and have them take blood and send the money to the library every month before filling out another one of those forms. It seems like a lot of hurry up get it filled out and then a lot of waiting not knowing when we will be contacted. I had our last director's paper work and try to use it for a guide line and some points I wasn't sure if I was right and she was wrong or she was right and I am wrong with the information. We can not assume that we are all familiar with some of the informations terms. In saying that I think definitions would help or examples. I still feel that it could be more layman friendly. Yet I know next year will be easier than this year feeling out the e-rate paperwork. I have to say though the worksheet seemed very confusing to me. I hope this makes sense and helps.	6/24/2015 11:51 AM
98	This is a wonderful program that saves schools and libraries thousands of dollars but the process is too time consuming and difficult. I think this could be reduced down to two simple forms. One for the government and one for the companies.	6/24/2015 11:46 AM
99	No	6/24/2015 11:40 AM

100	We are grateful for the past savings E-rate has provided, but are very hesitant to switch to Voip services as internet outages are not unusual and we cannot afford to be without phone and fax capabilities.	6/24/2015 11:40 AM
101	Again-why so complicated? Anything that is so complicated that other entities are making a business filling out the forms for those that should receive the funding-there is something wrong. If you engage these companies-then they are actually taking part of the funding that was originally meant to help the people we serve. This does not make sense!	6/24/2015 11:35 AM
102	We're thankful it exists, and hope that voice funding may be reinstated.	6/24/2015 11:34 AM
103	The application process is too complicated. The administration of the program must be very top heavy. It would be nice to have one form per year especially if no changes have been made.	6/24/2015 11:27 AM
104	I agree the program needed to be updated, but the new rules negatively impact my small rural district. Costs for hardware don't change that much regardless if I'm in an urban area or a rural area; 100 students vs 1000 students. And bandwidth is more expensive in rural areas, where competition between vendors is almost non-existent. We only have one vendor that can supply more than 10mb of data. ONE VENDOR. We pay what they charge. End of story.	6/24/2015 11:25 AM
105	Was disappointed in shifting \$\$ away from basic phone services to wifi, which was not previously covered, and we had already spent \$20k installing wifi throughout the school. Was happy to see caching servers on the list of approved devices/services, and we are going ahead with this. Now we desperately need to increase our bandwidth from 2/20 to DS3 45mbps and the pre-discount cost from CenturyLink is \$2150/mo. This is grossly overpriced but there is no other choice and if we want more bandwidth, this is the ONLY choice. We're cutting other projects to afford the bandwidth upgrade. May have to let go of some staff, but CL doesn't care about this. Maybe it's time for FCC to tell the ISPs to give internet bandwidth to schools for \$0.	6/24/2015 11:25 AM
106	We're grateful for the E-Rate program to help cover costs for our school.	6/24/2015 11:20 AM
107	PLEASE RETURN to the previous funding of telecommunications IF you are really serious about helping rural schools with very little funding!!!	6/24/2015 11:13 AM
108	I hope the form don't get any harder to fill out	6/24/2015 11:12 AM
109	The elimination of voice services is troublesome because there is no option to eliminate the voice services. Telephones are a requirement for schools.	6/24/2015 11:12 AM
110	It is essential to us to make needed bandwidth available for public computing, wish we could buy discounted computers	6/24/2015 11:08 AM
111	Every school in every state needs Internet access. It would simplify things if the contract lengths could be longer or simply make it recurring automatic unless a service provider change is desired / necessary. My guess is that the current system is designed to allow for an open market, but there has to be a better way.	6/24/2015 11:04 AM
112	On deadline days it is still not timely to get assistance when needed with USAC. My call was returned the day after the deadline, so was on my own.	6/24/2015 11:00 AM
113	It's improved from the beginning, but the forms are still cumbersome.	6/24/2015 10:53 AM
114	need more training from SLD	6/24/2015 10:52 AM
115	Do not eliminate the funding for phone service.	6/24/2015 10:51 AM
116	With no fluff in the budget, all erate refunds was allocated to the new ebook pilot program. Half of that refund was from phone service, so in turn our ebook program is being affected by the cut in telecommunication funding.	6/24/2015 10:46 AM
117	Erate funding should go to all applicants - not just those with 85% eligibility. A 60% or 70% entity could need the erate funding much more than the 85% entity. Most 85% entities receive additional funding from other sources that smaller schools cannot get.	6/24/2015 10:45 AM
118	Phone service should be covered not eliminated	6/24/2015 10:45 AM
119	Each year we work to meet the requirements and assistance from E-Rate. We are working towards the E-Rate part 2.	6/24/2015 10:45 AM
120	It has helped us tremendously over the years and given us the opportunity to offer more at our small library.	6/24/2015 10:38 AM
121	They have no idea how the cuts in funding hurt the really small libraries. We have to have phone lines in order to get the internet. We don't have adequate cell phone coverage in our area so that is not an option.	6/24/2015 10:38 AM

122	the flat 150 per student Cat 2 funding is discriminating and severely effects smaller schools with regards to implantations of services; Most are equal in costs for a school with 200 and a school with 2000.	6/24/2015 10:37 AM
123	No	6/24/2015 10:36 AM
124	For us it's much like the lottery, either we get it or we don't but past experience has told us not to anticipate the funds.	6/24/2015 10:32 AM
125	None.	6/24/2015 10:31 AM
126	The telephone/voice services are what we apply for mainly. CIPA and filtering will be outmoded soon with the difficulty of monitoring the World Wide Web. I'm not sure the technology can keep up.	6/24/2015 10:31 AM
127	no	6/24/2015 10:24 AM
128	Limiting schools to \$150.00 (in reality \$127.50) is a killer. The amount of funding will not come close to meeting the needs of "New School Construction". In addition, this lack of funding will not meet the needs of maintaining a school's network. It will only meet the needs for wireless, but at some point, schools will have to update it switches, UPS, and cabling. I would rather see us go back to the old way of funding with this change as it relates to priority 2 funding: Year 1 – 90% Schools Year 2 – 80% Schools Year 3 – 70% Schools Year 4 – 60% Schools Year 5 – 50% and lower Then start back over. This would allow a 1 in 5 year rule	6/24/2015 10:24 AM
129	I'd like one application not a 470, then a 471 then an attachment 21. Make it one Application.	6/24/2015 10:24 AM
130	E-rate support, especially for a small library like ours takes some of the strain off our already stressed budget.	6/24/2015 10:22 AM
131	Don't cut any funding.	6/24/2015 10:19 AM
132	We will miss the voice part of our funding. We are a small school and getting money to change our voice over to VOIP will require an investment.	6/24/2015 10:18 AM
133	Think the current FCC Chairperson ruined a good program	6/24/2015 10:17 AM
134	We appreciate the help given.	6/24/2015 10:17 AM
135	The changes in E-Rate seemed positive overall for my organization and is geared towards forcing schools and libraries to advance with technology, which is a positive thing overall. The lack of supporting voice services is rough, but I understand that they want to focus more on computers, technology, wireless, etc and I can appreciate the tough decision to reallocate funding. It didn't seem like these decisions came lightly but were necessary to improve E-Rate overall while not over-burdening consumers with additional fees to cover more E-Rate services.	6/24/2015 10:17 AM
136	Thank you!	6/24/2015 10:17 AM
137	It is very important to schools to receive this funding so we are able to use our funds for other district needs.	6/24/2015 10:16 AM
138	This is a very good program and helps many schools and libraries provide services for their students/patrons. Freeing up funding for other things makes this an invaluable service for all.	6/24/2015 10:16 AM
139	E-Rate program has too many requirements and the review process for funding is too long to complete on a timely basis. This program should evolve into a grant type funding.	6/24/2015 10:14 AM
140	N/A	6/24/2015 10:14 AM
141	The lost of telco \$\$ will have a significant impact on our very rural, high poverty district. Not sure where lost revenue will come from to maintain our current level of service.	6/24/2015 10:14 AM
142	Do not overturn awarded contracts and then leave school districts without discounted services due to the USAC thinking they know more than the experts in the field.	6/24/2015 10:12 AM