



VIVEK MALEK
MISSOURI STATE TREASURER

October 28, 2026

Dear Missourian's,

I am pleased to present the *MOScholars Program Parent Satisfaction Report*, which presents a comprehensive three-year analysis of parent survey responses from the 2022–23, 2023–24, and 2024–25 school years. The survey is administered annually and reflects the experiences and perspectives of families participating in the program.

The findings demonstrate consistently high levels of parent satisfaction throughout the reporting period. Nearly 99 percent of all respondents reported being satisfied with the MOScholars program overall, and satisfaction with students' academic achievement and school safety remained high across the reporting period, averaging between 97 and 99 percent annually. In addition to quantitative survey responses, many participants provided written comments describing the opportunities and educational benefits the program has provided. Among those comments, 359 respondents expressly shared their appreciation for the program, and 95 respondents described specific educational benefits they experienced through participation.

The report also identifies recurring themes and areas for improvement raised by participants. During the first three years of the program, common concerns included communication, scholarship and award timing, scholarship account platform usability, and fee structures. My office has used this survey as a tool for continuous improvement and addressed these concerns by making several process and technology improvements.

We appreciate the families who took the time to share their perspectives. Their feedback plays an important role in supporting continuous improvement and helping ensure that the MOScholars program remains responsive to the needs of participating students and families.

Sincerely,

A handwritten signature in black ink that reads "Vivek Malek".

Vivek Malek
State Treasurer

MOSCHOLARS: PROGRAM SATISFACTION

*Parent Satisfaction Survey Results,
SY 2022-23 to 2024-25*

Michaela Parisi, Ph.D., Allison Chandler, and Kathryn Coleman, Ph.D.

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MOScholars: Program Satisfaction

Parent Satisfaction Survey Results, SY 2022-23 to 2024-25

October 28, 2026

Michaela Parisi, Ph.D., Allison Chandler, and Kathryn Coleman, Ph.D.

MOScholars is Missouri's education savings account (ESA) scholarship program, designed to expand access to educational opportunities for eligible students, primarily those with disabilities or from low-income households, through scholarships administered by approved Educational Assistance Organizations (EAOs). These scholarships can be used for tuition, tutoring, therapies, curriculum, and a range of other educational expenses. This report provides a three-year overview of parent satisfaction survey results for families participating in Missouri's MOScholars program. The analysis focuses on families' intent to renew their child's scholarship, satisfaction with academic achievement, satisfaction with school safety, satisfaction with the ClassWallet virtual platform, overall program satisfaction, and suggestions for improvement. This report was prepared by the PRiME Center at Saint Louis University for the Missouri State Treasurer's Office.

Key Points

- Across the three program years, nearly all respondents are satisfied with the MOScholars program overall (99%), and respondents are generally satisfied with their student's academic achievement (98%). In the open-ended responses, 359 respondents voiced gratitude and appreciation for the MOScholars program, and 95 described the program's impact as beneficial.
- The need for improved program communication was the second most salient theme, with 226 respondents noting a lack of effective communication. Forty-nine respondents specifically communicated a desire for clearer, earlier communication about award status.
- Respondents are less satisfied with ClassWallet than with other MOScholars program components (although average ratings still fall in the "Very Satisfied" category). One hundred five respondents stated that the platform was confusing and difficult to navigate, especially regarding invoicing, vendor restrictions, and fund disbursement. Additionally, 73 respondents expressed dissatisfaction with ClassWallet fees.
- Seventy-seven respondents expressed a desire for increased funding and higher award amounts, along with 56 respondents who voiced wishes for greater flexibility in how scholarship funds could be spent. Additionally, 42 respondents expressed a desire for the program to include more students by expanding eligibility.



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Introduction

This report provides a **three-year overview** of parent satisfaction survey results for families participating in Missouri's **MOScholars** program. The analysis focuses on families' intent to renew their child's scholarship, satisfaction with academic achievement, satisfaction with school safety, satisfaction with the ClassWallet virtual platform, overall program satisfaction, and suggestions for improvement.

This report was prepared by the PRiME Center at Saint Louis University for the Missouri State Treasurer's Office.



Data Sources and Methods

Data Sources

Data for this report came from the MOScholars Program Parent Satisfaction Survey administered at the close of each school year 2022-23 to 2024-25 via SurveyMonkey. The survey collected students' names and addresses and asked respondents to answer the following questions:

1. Do you intend to renew your child's scholarship with your current EAO for the coming school year?
 - a. If no, please provide the name of your current EAO, your new EAO, and reason for change/leaving the program:
2. For how many years has your student been a recipient of a MOScholars scholarship?
3. How satisfied are you with your student's academic achievement at the school(s) the child attends through the MOScholars scholarship program versus academic achievement at the school(s) previously attended?
4. What is your level of satisfaction with school safety at the school(s) your student attends through the MOScholars scholarship program versus safety at the school(s) previously attended?
5. How satisfied are you with the ClassWallet virtual platform?
6. What is your overall satisfaction with the MOScholars scholarship program?
7. What improvements and changes would you like to see made to the MOScholars scholarship program?

Methodology

Data from each of the sources was reviewed for completeness and accuracy prior to analysis. Some participating families submitted individual responses for each participating student while others submitted a single response for all students in the family. To account for this variability, individual responses were aggregated to the household level. Household-level scores were calculated by averaging all individual responses within each household. **The final analytic survey sample included 1,100 responses for SY 2022-23, 1,490 responses for SY 2023-24, and 1,756 responses for SY 2024-25.**

Responses were aggregated by year and by Educational Assistance Organization (EAO). The following EAOs were operational for SY 2022-23 to SY 2024-25:

- Agudath Israel of Missouri (AIM)
- Children's Tuition Fund (CTF)
- Bright Futures Fund (BFF)



- Herzog Tomorrow Foundation (HTF)
- The Missouri District of the Lutheran Church-Missouri Synod (LCMS)
- Today and Tomorrow Educational Foundation (TTEF)

Quantitative Analysis Approach

For Likert scale questions with ordinal values, numerical values were assigned for analytic purposes. These averages were then converted back to ordinal categories based on defined ranges: 1 to 1.5 = Very Unsatisfied (1), 1.5 to 2.5 = Somewhat Unsatisfied (2), 2.5 to 3.5 = Neutral (3), 3.5 to 4.5 = Somewhat Satisfied (4), and 4.5 to 5 = Very Satisfied (5). For reporting purposes, Very Satisfied and Somewhat Satisfied were combined into a single "Satisfied" category, and Very Unsatisfied and Somewhat Unsatisfied were combined into a single "Unsatisfied" category.

Qualitative Analysis Approach

Both enumerative content analysis and thematic analysis were used for qualitative analysis of open-ended survey questions. An inductive process was used to assign one or more descriptive codes to open-ended responses in the first round of coding. Once descriptive codes were assigned, code frequency was calculated. In total, 51 descriptive codes were identified.

Upon completion of the descriptive codebook, an inductive process was used to group the descriptive codes by meaning into themes. During this process, one code was dropped for lack of saliency and pertinence. In the end, 50 descriptive codes were organized into 6 themes.



Parent Satisfaction Survey Results (SY 2022-23)

SY 2022-23 was the first year of the MOScholars program with 1,363 students participating.

Intent to Return (SY 2022-23)

Of the 1,100 respondents who responded to Q1–“Do you intend to renew your child’s scholarship with your current EAO for the upcoming school year?”–1,075 stated they intended to return to the program with their same EAO in SY 2024-25. Of the 29 respondents who responded “No” to the aforementioned question, 26 stated that they are not returning to the program at all.

Of the 29 respondents who responded “No” to Q1, one was from AIM, four were from BFF, one was from CTF, 18 were from HTF, four were from TTEF, and one did not provide an EAO. The reasons given for not returning are provided in Table 1.1.

TABLE 1.1

Respondents have various reasons for not returning to their current EAO or the program in general

Count of respondents not returning to their EAO/the program by reason provided (SY 2022-23)

Reason for change/leaving program	Count
Graduating	6
Moving out of state	6
Returning to public school	6
Will no longer qualify	4
Switching to school that does not accept MOScholars scholarships	3
No reason given	3
Needs not met in private school	1



Satisfaction Ratings (SY 2022-23)

Across the four Likert scale questions about academic satisfaction (Q3), school safety satisfaction (Q4), ClassWallet satisfaction (Q5), and overall program satisfaction (Q6), ratings were very high for the first program year as shown in Table 1.2.

TABLE 1.2

Respondents have a high level of satisfaction with all aspects of their MOScholars experience

Average of responses by EAO to Likert scale questions about satisfaction with the MOScholars program where 1 = Very Unsatisfied and 5 = Very Satisfied (SY 2022-23)

EAO	Number of responses	Q3: Academic Satisfaction	Q4: Safety Satisfaction	Q5: ClassWallet Satisfaction	Q6: Overall Satisfaction
AIM	61	4.87	4.89	4.77	4.93
BFF	293	4.90	4.93	4.47	4.89
CTF	25	5.00	5.00	4.64	4.84
HTF	466	4.89	4.88	4.49	4.88
LCMS	79	4.88	4.83	4.57	4.89
TTEF	176	4.91	4.91	4.51	4.93
Total	1,100	4.90	4.90	4.52	4.90



In general, respondents reported high levels of satisfaction with their student's academic achievement at the school their student attends through the MOScholars scholarship program, as demonstrated in Table 1.3. 98% of the respondents expressed that they were satisfied, while only 1% expressed being unsatisfied.

TABLE 1.3

Respondents are generally satisfied with their student's academic achievement

Percentage of Satisfied, Neutral, and Unsatisfied responses by EAO to the question "How satisfied are you with your student's academic achievement at the school(s) the child attends through the MOScholars scholarship program versus academic achievement at the school(s) previously attended?" (SY 2022-23)

EAO	Number of responses	Satisfied	Neutral	Unsatisfied
AIM	61	97%	2%	2%
BFF	293	98%	2%	0%
CTF	25	100%	0%	0%
HTF	466	98%	1%	1%
LCMS	79	97%	3%	0%
TTEF	176	99%	1%	0%
Total	1,100	98%	2%	1%

** Percentages may not sum to 100 due to rounding.*



Similarly, respondents reported high levels of satisfaction with the safety of the school their student attends through the MOScholars scholarship program, as demonstrated in Table 1.4. 98% of the respondents expressed that they were satisfied and 0% expressed being unsatisfied.

TABLE 1.4

Respondents are generally satisfied with their student's school safety

Percentage of Satisfied, Neutral, and Unsatisfied responses by EAO to the question "What is your level of satisfaction with school safety at the school(s) your student attends through the MOScholars scholarship program versus safety at the school(s) previously attended?" (SY 2022-23)

EAO	Number of responses	Satisfied	Neutral	Unsatisfied
AIM	61	97%	3%	0%
BFF	293	98%	2%	0%
CTF	25	100%	0%	0%
HTF	466	98%	2%	0%
LCMS	79	94%	5%	1%
TTEF	176	99%	1%	0%
Total	1,100	98%	2%	0%

** Percentages may not sum to 100 due to rounding.*



Compared to satisfaction with other components of the MOScholars program, respondents reported lower levels of satisfaction with the ClassWallet platform, as demonstrated in Table 1.5. While 88% of the respondents expressed that they were satisfied, 4% expressed being unsatisfied with the virtual platform.

TABLE 1.5

Respondents are less satisfied with ClassWallet than with other MOScholars program components
Percentage of Satisfied, Neutral, and Unsatisfied responses by EAO to the question “How satisfied are you with the ClassWallet virtual platform?” (SY 2022-23)

EAO	Number of responses	Satisfied	Neutral	Unsatisfied
AIM	61	95%	3%	2%
BFF	293	86%	9%	5%
CTF	25	92%	4%	4%
HTF	466	88%	8%	3%
LCMS	79	87%	11%	1%
TTEF	176	88%	7%	5%
Total	1,100	88%	8%	4%

** Percentages may not sum to 100 due to rounding.*



Overall, respondents reported high levels of satisfaction with the MOScholars program, as demonstrated in Table 1.6. 99% of the respondents expressed that they were satisfied, while only 1% expressed being unsatisfied.

TABLE 1.6

Nearly all respondents are satisfied with the MOScholars program overall

Percentage of Satisfied, Neutral, and Unsatisfied responses by EAO to the question “What is your overall satisfaction with the MOScholars scholarship program?” (SY 2022-23)

EAO	Number of responses	Satisfied	Neutral	Unsatisfied
AIM	61	98%	2%	0%
BFF	293	97%	1%	2%
CTF	25	100%	0%	0%
HTF	466	99%	1%	0%
LCMS	79	99%	1%	0%
TTEF	176	100%	0%	0%
Total	1,100	99%	1%	1%

** Percentages may not sum to 100 due to rounding.*



Parent Satisfaction Survey Results (SY 2023-24)

SY 2023-24 was the second year of the MOScholars program with 1,994 students participating.

Intent to Return (SY 2023-24)

Of the 1,490 respondents who responded to Q1–“Do you intend to renew your child’s scholarship with your current EAO for the upcoming school year?”–1,468 stated they intended to return to the program with their same EAO in SY 2024-25. Of the 22 respondents who noted that they are not returning with their EAO, 18 stated that they are not returning to the program at all.

Of the 22 respondents who responded “No” to Q1, three were from BFF, seven were from HTF, one was from LCMS, and 11 were from TTEF. The reasons given for not returning are provided in Table 2.1.

TABLE 2.1

Respondents have various reasons for not returning to their current EAO or the program in general

Count of respondents not returning to their EAO/the program by reason provided (SY 2023-24)

Reason for change/leaving program	Count
Graduating	9
Returning to public school	3
Moving out of state	3
Needs not met in private school	2
Switching to school covered by different EAO	2
No reason given / Reason unclear	3



Satisfaction Ratings (SY 2023-24)

Across the four Likert scale questions about academic satisfaction (Q3), school safety satisfaction (Q4), ClassWallet satisfaction (Q5), and overall program satisfaction (Q6), ratings were very high for the second program year as shown in Table 2.2.

TABLE 2.2

Respondents have a high level of satisfaction with all aspects of their MOScholars experience

Average of responses by EAO to Likert scale questions about satisfaction with the MOScholars program where 1 = Very Unsatisfied and 5 = Very Satisfied (SY 2023-24)

EAO	Number of responses	Q3: Academic Satisfaction	Q4: Safety Satisfaction	Q5: ClassWallet Satisfaction	Q6: Overall Satisfaction
AIM	85	4.86	4.92	4.65	4.93
BFF	481	4.88	4.84	4.53	4.93
CTF	45	4.96	4.89	4.53	4.91
HTF	414	4.92	4.87	4.56	4.89
LCMS	110	4.91	4.85	4.35	4.87
TTEF	355	4.84	4.86	4.65	4.93
Total	1,490	4.89	4.86	4.56	4.91



In general, respondents reported high levels of satisfaction with their student's academic achievement at the school their student attends through the MOScholars scholarship program, as demonstrated in Table 2.3. 97% of the respondents expressed that they were satisfied, while only 1% expressed being unsatisfied.

TABLE 2.3

Respondents are generally satisfied with their student's academic achievement

Percentage of Satisfied, Neutral, and Unsatisfied responses by EAO to the question "How satisfied are you with your student's academic achievement at the school(s) the child attends through the MOScholars scholarship program versus academic achievement at the school(s) previously attended?" (SY 2023-24)

EAO	Number of responses	Satisfied	Neutral	Unsatisfied
AIM	85	98%	1%	1%
BFF	481	97%	3%	0%
CTF	45	100%	0%	0%
HTF	414	98%	1%	0%
LCMS	110	99%	0%	1%
TTEF	355	96%	3%	1%
Total	1,490	97%	2%	1%

** Percentages may not sum to 100 due to rounding.*



Similarly, respondents reported high levels of satisfaction with the safety of the school their student attends through the MOScholars scholarship program, as demonstrated in Table 2.4. 97% of the respondents expressed that they were satisfied, while only 1% expressed being unsatisfied.

TABLE 2.4

Respondents are generally satisfied with their student's school safety

Percentage of Satisfied, Neutral, and Unsatisfied responses by EAO to the question "What is your level of satisfaction with school safety at the school(s) your student attends through the MOScholars scholarship program versus safety at the school(s) previously attended?" (SY 2023-24)

EAO	Number of responses	Satisfied	Neutral	Unsatisfied
AIM	85	100%	0%	0%
BFF	481	96%	3%	1%
CTF	45	98%	0%	2%
HTF	414	98%	1%	1%
LCMS	110	97%	2%	1%
TTEF	355	96%	4%	1%
Total	1,490	97%	2%	1%

** Percentages may not sum to 100 due to rounding.*



As with the first program year, compared to satisfaction with other components of the MOScholars program, respondents reported lower levels of satisfaction with the ClassWallet platform, as demonstrated in Table 2.5. While 90% of the respondents expressed that they were satisfied, 3% expressed being unsatisfied with the virtual platform.

TABLE 2.5

Respondents are less satisfied with ClassWallet than with other MOScholars program components
Percentage of Satisfied, Neutral, and Unsatisfied responses by EAO to the question “How satisfied are you with the ClassWallet virtual platform?” (SY 2023-24)

EAO	Number of responses	Satisfied	Neutral	Unsatisfied
AIM	85	91%	6%	4%
BFF	481	88%	8%	3%
CTF	45	84%	11%	4%
HTF	414	91%	6%	3%
LCMS	110	77%	21%	2%
TTEF	355	94%	5%	1%
Total	1,490	90%	8%	3%

* Percentages may not sum to 100 due to rounding.

Overall, respondents reported high levels of satisfaction with the MOScholars program, as demonstrated in Table 2.6. 99% of the respondents expressed that they were satisfied, while only 1% expressed being unsatisfied.

TABLE 2.6

Nearly all respondents are satisfied with the MOScholars program overall

Percentage of Satisfied, Neutral, and Unsatisfied responses by EAO to the question “What is your overall satisfaction with the MOScholars scholarship program?” (SY 2023-24)

EAO	Number of responses	Satisfied	Neutral	Unsatisfied
AIM	85	99%	0%	1%
BFF	481	99%	0%	1%
CTF	45	100%	0%	0%
HTF	414	99%	1%	0%
LCMS	110	99%	0%	1%
TTEF	355	99%	0%	1%
Total	1,490	99%	0%	1%

** Percentages may not sum to 100 due to rounding.*



Parent Satisfaction Survey Results (SY 2024-25)

SY 2024-25 was the third year of the MOScholars program with 2,693 students participating.

Intent to Return (SY 2024-25)

Of the 1,756 respondents who responded to Q1—"Do you intend to renew your child's scholarship with your current EAO for the upcoming school year?"—1,730 stated they intended to return to the program with their same EAO in SY 2024-25. Of the 27 respondents who noted that they are not returning with their EAO, 25 stated that they are not returning to the program at all.

Of the 27 respondents who responded "No" to Q1, two were from AIM, two were from BFF, two were from CTF, five were from HTF, two were from LCMS, and 14 were from TTEF. The reasons given for not returning are provided in Table 3.1.

TABLE 3.1

Respondents have various reasons for not returning to their current EAO or the program in general

Count of respondents not returning to their EAO/the program by reason provided (SY 2024-25)

Reason for change/leaving program	Count
Returning to public school	9
No reason given / Reason unclear	5
Graduating	3
Switching to homeschool	3
Switching to school that does not accept MOScholars scholarships	3
Moving out of state	2
Switching to school covered by different EAO	1
Needs not met in private school	1

Satisfaction Ratings (SY 2024-25)

Across the four Likert scale questions about academic satisfaction (Q3), school safety satisfaction (Q4), ClassWallet satisfaction (Q5), and overall program satisfaction (Q6), ratings were very high for the third program year as shown in Table 3.2.

TABLE 3.2

Respondents have a high level of satisfaction with all aspects of their MOScholars experience

Average of responses by EAO to Likert scale questions about satisfaction with the MOScholars program where 1 = Very Unsatisfied and 5 = Very Satisfied (SY 2024-25)

EAO	Number of responses	Q3: Academic Satisfaction	Q4: Safety Satisfaction	Q5: ClassWallet Satisfaction	Q6: Overall Satisfaction
AIM	105	4.91	4.89	4.58	4.94
BFF	466	4.95	4.94	4.69	4.96
CTF	61	4.86	4.84	4.69	4.93
HTF	459	4.95	4.90	4.55	4.91
LCMS	143	4.92	4.90	4.51	4.90
TTEF	522	4.90	4.89	4.69	4.97
Total	1,756	4.93	4.91	4.63	4.94



In general, respondents reported high levels of satisfaction with their student's academic achievement at the school their student attends through the MOScholars scholarship program, as demonstrated in Table 3.3. 99% of the respondents expressed that they were satisfied and 0% expressed being unsatisfied.

TABLE 3.3

Respondents are generally satisfied with their student's academic achievement

Percentage of Satisfied, Neutral, and Unsatisfied responses by EAO to the question "How satisfied are you with your student's academic achievement at the school(s) the child attends through the MOScholars scholarship program versus academic achievement at the school(s) previously attended?" (SY 2024-25)

EAO	Number of responses	Satisfied	Neutral	Unsatisfied
AIM	105	99%	1%	0%
BFF	466	97%	2%	2%
CTF	61	99%	1%	0%
HTF	459	99%	1%	0%
LCMS	143	99%	1%	0%
TTEF	522	98%	2%	0%
Total	1,756	99%	1%	0%

** Percentages may not sum to 100 due to rounding.*



Similarly, respondents reported high levels of satisfaction with the safety of the school their student attends through the MOScholars scholarship program, as demonstrated in Table 3.4. 98% of the respondents expressed that they were satisfied and 0% expressed being unsatisfied.

TABLE 3.4

Respondents are generally satisfied with their student's school safety

Percentage of Satisfied, Neutral, and Unsatisfied responses by EAO to the question "What is your level of satisfaction with school safety at the school(s) your student attends through the MOScholars scholarship program versus safety at the school(s) previously attended?" (SY 2024-25)

EAO	Number of responses	Satisfied	Neutral	Unsatisfied
AIM	105	99%	1%	0%
BFF	466	97%	3%	0%
CTF	61	98%	2%	0%
HTF	459	98%	2%	0%
LCMS	143	100%	0%	0%
TTEF	522	97%	3%	0%
Total	1,756	98%	2%	0%

** Percentages may not sum to 100 due to rounding.*



As with the first two program years, compared to satisfaction with other components of the MOScholars program, respondents reported lower levels of satisfaction with the ClassWallet platform, as demonstrated in Table 2.5. While 91% of the respondents expressed that they were satisfied, 2% expressed being unsatisfied with the virtual platform.

TABLE 3.5

Respondents are less satisfied with ClassWallet than with other MOScholars program components

Percentage of Satisfied, Neutral, and Unsatisfied responses by EAO to the question “How satisfied are you with the ClassWallet virtual platform?” (SY 2024-25)

EAO	Number of responses	Satisfied	Neutral	Unsatisfied
AIM	105	92%	6%	2%
BFF	466	98%	2%	0%
CTF	61	89%	10%	2%
HTF	459	89%	8%	3%
LCMS	143	85%	11%	4%
TTEF	522	94%	5%	1%
Total	1,756	91%	7%	2%

** Percentages may not sum to 100 due to rounding.*

Overall, respondents reported high levels of satisfaction with the MOScholars program, as demonstrated in Table 3.6. 99% of the respondents expressed that they were satisfied and 0% expressed being unsatisfied.

TABLE 3.6

Nearly all respondents are satisfied with the MOScholars program overall

Percentage of Satisfied, Neutral, and Unsatisfied responses by EAO to the question “What is your overall satisfaction with the MOScholars scholarship program?” (SY 2024-25)

EAO	Number of responses	Satisfied	Neutral	Unsatisfied
AIM	105	100%	0%	0%
BFF	466	100%	0%	0%
CTF	61	99%	1%	0%
HTF	459	99%	0%	1%
LCMS	143	99%	1%	0%
TTEF	522	100%	0%	0%
Total	1,756	99%	0%	0%

** Percentages may not sum to 100 due to rounding.*



Desired Improvements and Changes (SY 2022-23 to SY 2024-25)

As the number of respondents increased each year, so too did the number of respondents who provided open-ended responses. In SY 2022-23, 715 respondents provided open-ended responses. In SY 2023-24, that number increased to 957, and in SY 2024-25 it increased again to 1,091.

In preliminary qualitative analysis, the open-ended responses to Q7, “What improvements and changes would you like to see made to the MOScholars scholarship program?” were analyzed separately by year. However, after descriptive coding, it was evident that responses were consistent across all three survey years. It was thus decided to present these findings as a whole rather than distinct by year. In total, **2,763 open-ended responses were analyzed.**

The themes that emerged from the qualitative analysis process described in the Methodology section are as follows in order of saliency (by frequency of appearance):

1. Positive Program Satisfaction and Impact
2. Transparent and Timely Communication
3. ClassWallet Platform Usability and Fee Concerns
4. Increase Scholarship Funds and Coverage Expansion
5. Narrow Scholarship Eligibility Limits
6. Application and Renewal Process Simplification

Positive Program Satisfaction and Impact

Many respondents voiced gratitude and appreciation for the MOScholars program even if they also noted areas for improvement. For example, a SY 2023-24 respondent stated, “Overall we are very happy with the program, but the communication with the disbursement schedule was confusing and a little vague.” While participants may have provided areas for program improvement, many of those same participants also voiced satisfaction with the program as a whole.

In total, 359 responses expressed gratitude for the program, and 95 described the program’s impact as beneficial. Many respondents emphasized that the funding has eased financial concerns. Moreover, respondents highlighted the program’s role in enabling private education access and improving their ability to meet their child’s unique educational needs. For example, one respondent stated, “It’s been amazing. My daughter would not have had the school experience she has if not for MOScholars...and it was such a huge blessing to our family.”

Beyond explicit positive feedback, evidence of program satisfaction was also demonstrated by the number of respondents who simply responded with “None,” “N/A,” or “Nothing,” to the question



of suggested improvements. Overall, 935 of the 2,763 total responses were some variation of “no suggestions for improvement,” suggesting a high rate of satisfaction with the program as it is.

Transparent and Timely Communication

The need for improved program communication was the second most salient theme, with participants emphasizing the importance of clear communication across various MOScholars program components. Overall, 226 respondents identified a lack of effective communication as a source of concern or stress. Respondents emphasized the need for improved communication in the areas of application and renewal procedures, award status, fund disbursement, and eligible funding usage.

In particular, many respondents strongly communicated a desire for clearer, earlier communication about award status, arising in 49 responses. Respondents reported stress due to late notification of award status. For example, a SY 2023-24 respondent wrote, “The scholarship was not granted until late in the year, and we did not receive communication about it. We were quite worried and made several calls.” This suggests that improvements in proactive updates and transparency about status could enhance their ability to plan and reduce uncertainty.

For some respondents, having responsive support navigating the program was of importance. One SY 2022-23 respondent highlighted the need for collaborative support from MOScholars program officers in stating, “The process was a bit bumpy and confusing to navigate, but I appreciate that everyone worked together.” Having program staff available to answer questions and assist with program navigation may improve satisfaction.

Other respondents emphasized the need for clearer communication about their particular award amount. One respondent expressed that knowing the actual award amount would have helped their family better financially plan:

“Well, when you are told you will be receiving the scholarship you assume that it is for the full amount. However, that is not the case and it did cause a few problems as we anticipated getting the full amount...then were only given half... Had we known that we might not be actually getting the full amount we would have made sure to plan for that accordingly.”

Additionally, respondents expressed a desire for timely communication about disbursement of scholarship funds. Respondents reported stress and financial strain due to delayed fund disbursement and lack of transparency about when funds would be transferred. As one respondent wrote, “Not knowing when the money would drop into ClassWallet was a little hard. We had to make some large purchases up front until the money came in.” Eight respondents lamented that paying fees up front required them to use credit cards and accrue interest while



awaiting reimbursement. Since the MOScholars program focuses on low-income families, financial worries may be especially acute.

The stress of awaiting reimbursement can be difficult when compounded with schools repeatedly contacting parents asking when the funds would be received. One SY 2024-25 respondent wrote, “[I’d appreciate] a little more clarity on when the awards will come in. It was stated this year it would be in by the end of October and I didn’t receive it till November... my school was asking consistently where our funds were.”

For parents who may not be able to front costs while awaiting reimbursement, the delay in payment may also cause educational continuity issues. One participant noted that her daughter’s school put a hold on her grades until tuition was received. Communication from the MOScholars program to schools about timing of fund disbursement may help ease families’ financial anxieties and improve educational continuity for students.

Finally, the method of communication may be a barrier for some families. Four respondents explicitly asked for SMS communications in addition to email. Another four respondents requested in-person information sessions to better understand the scholarship program and processes.

ClassWallet Platform Usability and Fee Concerns

Overall, 105 respondents recorded concerns with the ClassWallet virtual platform. Respondents stated that the platform was confusing and difficult to navigate, especially regarding invoicing, vendor restrictions, and fund disbursement. Some respondents asked for a more user-friendly interface while others asked for clearer guidance to facilitate payment and fund management on the platform. For one respondent, improving both would be appreciated:

“As [the] program matures [I] would love to see more in-depth information, like a step-by-step guide, through the entire process of application, renewal, school changes, etc. ClassWallet can be tricky to use, [so] I would like [to] see it be more user-friendly.”

Furthermore, 73 respondents expressed concerns about ClassWallet-related processing fees reducing the amount of usable scholarship funds. Many requested reducing or eliminating ClassWallet fees. For example, when suggesting what improvements could be made, one SY 2023-24 respondent simply wrote, “Not having to pay a fee to transfer funds to the school,” while another specified, “Not having to go through ClassWallet. There are extra steps and extra funds removed from the award.”

Beyond processing fees, four respondents expressed displeasure that the items eligible for purchase through ClassWallet cost more than what they would elsewhere. These respondents highlighted that if prices were consistent with other vendors such as Amazon, then families would



be able to maximize the scholarship value. This idea is also connected to the theme of Increase Scholarship Funds and Coverage Expansion.

Increase Scholarship Funds and Coverage Expansion

While the vast majority of participants were satisfied with the MOScholars scholarship, 77 respondents expressed a desire for increased funding and higher award amounts. For some respondents, the desire for increased funding is related to a desire to expand program access to more students (e.g., “I have been awarded funding for my daughter because she is a renewal applicant, but my son is denied because funds run dry”). For others, their desire for an increase in scholarship was related to concerns about inflation, rising tuition costs, and higher tuition costs for high school students (“With...inflation right now, the school we attend is increasing enrollment cost by 6.5% next year and usually increases every year”).

Five respondents expressed a desire for students to receive increased scholarships based on IEP qualifications or disability diagnosis. As one SY 2022-23 respondent noted, “Children with special needs often need therapy that they would receive at the public school but cannot get at a private school.” For students with high needs, increased funding may improve their opportunities for additional therapies and services.

In addition to increased funding, 56 respondents voiced a demand for greater flexibility in how scholarship funds can be spent beyond tuition. Respondents requested that restrictions be lifted to include paying for things such as uniforms, school lunches, school supplies, and application fees. For example, one SY 2023-24 respondent suggested, “allow use of any excess funds from [the] previous school year to be used for registration and book fees for the upcoming school year.”

Twenty-four respondents noted that expanding vendors and offering reimbursement options outside ClassWallet would better support diverse educational needs of families. One SY 2023-24 respondent lamented:

“It is difficult to submit through ClassWallet due to invoices needing to be in a certain format. We use some private tutors and therapists, but they are not on the approved list. It is also not available for textbooks that need to be ordered online.”

A SY 2024-25 respondent expressed similar frustration, stating, “I found a tutoring service near me, but it’s taking them a while to navigate getting on the approved list of vendors.” Expanding approved vendors or better assisting families in finding approved vendors may help alleviate these frustrations.

Finally, several respondents expressed a desire for clearer, more accessible lists or directories of schools that accept MOScholars scholarships. Importantly, these respondents requested prompt



communication when schools no longer participate in the MOScholars program to improve their decision-making ability and foster smoother transitions if participants must change schools.

Narrow Scholarship Eligibility Limits

In addition to highlighting their satisfaction with the MOScholars program, respondents expressed a desire for the program to include more students by expanding eligibility. Across the three survey years, 42 respondents expressed that eligibility requirements pose barriers to student participation, especially older students. Although some barriers have been lifted with the removal of geographic restrictions and inclusion of siblings of current participants, some barriers still remain.

Nine responses highlighted that the requirement for prior enrollment in the public school system presents a barrier for some families. One SY 2023-24 respondent expressed their wish that “those who have sacrificed for years to provide private education should be able to benefit from the scholarship.” The requirement for prior enrollment in a public school is especially difficult for those with unique disabilities or homeschooled children. Some respondents requested removal of these requirements or refinement to expand opportunities for families with diverse educational backgrounds.

Additionally, 12 respondents expressed that disability documentation was a barrier to program participation. One SY 2023-24 respondent expressed, “I would like for a current evaluation report or RED documentation to be acceptable forms of documentation of an IDEA disability instead of only allowing a current IEP/ISP as documentation.” Especially for students in younger grades, obtaining an IEP can be a lengthy process and may pose barriers to program participation.

Application and Renewal Process Simplification

In addition to improved transparency and frequency of overall program communication, 31 respondents stated a desire for a more straightforward, clearly documented application and renewal process with standardized steps, timelines, and terminology explanations. As explained by one SY 2023-24 respondent, “A standardized list of steps (application timeline) would be helpful. We went back and forth gathering documents to actually apply and then received materials from the state that were not marked as related to MOScholars, but [were].” Respondents expressed that improved directions and accessible support would ease the complexity involved and boost satisfaction with enrollment and re-enrollment processes.

For families with multiple students participating in the program, the application and renewal process is even more complex. Seven respondents expressed frustration with the complexity of applying for multiple children, articulating a desire for clearer guidance and a streamlined process for multi-student families (“I hope I did it correctly to add another child to the application... I did



not want to mess anything up...by applying for another child”). For one respondent, the complexity has resulted in her second child not participating (“Adding a second child is a challenge, in fact I still have not been able to do it”). Put simply, “Making things a little more simple and streamlined for families would be very helpful.”

Additionally, three respondents expressed a desire for the application materials, communications, and support to be available in Spanish to improve accessibility for linguistically diverse families. While these respondents were able to navigate the program processes, their responses indicate that linguistic barriers may be stopping some families from effectively navigating the application or renewal process.



Conclusion

The MOScholars program has had high levels of parent satisfaction over the course of the first three program years (SY 2022-23 to SY 2024-25). Even participants who provided suggestions for improvements or changes to the program reported high levels of satisfaction.

In the first program year (SY 2022-23), 1,100 households responded to the Parent Satisfaction Survey administered by the State Treasurer's Office. Of those respondents, 26 indicated that they were not returning to the program the following year. On average, respondents were "Very Satisfied" with all four components measured by the survey (academic achievement, school safety, ClassWallet virtual platform, and overall satisfaction). Respondents were least satisfied (still "Very Satisfied" on average) with the ClassWallet virtual platform. Only 1% of respondents were unsatisfied with the program overall.

In the second program year (SY 2023-24), 1,490 households responded to the satisfaction survey. Only 18 of those respondents marked that they were not returning to the program for the 2024-25 school year. On average, respondents were "Very Satisfied" with all four components measured by the survey (academic achievement, school safety, ClassWallet virtual platform, and overall satisfaction). Respondents were least satisfied (still "Very Satisfied" on average) with the ClassWallet virtual platform. Only 1% of respondents were unsatisfied with the program overall.

In the third program year (SY 2024-25), 1,756 households responded to the Parent Satisfaction Survey. Twenty-five of those respondents indicated that they were not returning to the program the following year. Overall, respondents were "Very Satisfied" with all four components measured by the survey (academic achievement, school safety, ClassWallet virtual platform, and overall satisfaction). Respondents were least satisfied (still "Very Satisfied" on average) with the ClassWallet virtual platform. Less than 1% of respondents were unsatisfied with the program overall.

Themes that arose from the 2,763 responses to the open-ended survey question garnering feedback about desired improvements or changes were: 1) Positive Program Satisfaction and Impact, 2) Transparent and Timely Communication, 3) ClassWallet Platform Usability and Fee Concerns, 4) Increase Scholarship Funds and Coverage Expansion, 5) Narrow Scholarship Eligibility Limits, and 6) Application and Renewal Process Simplification. While 1,389 responses expressed satisfaction with and appreciation for the MOScholars program, respondents also highlighted the importance of clear and consistent communication, increased funding, streamlined processes, and the ability to maximize scholarship impact.

Overall, respondents reported high satisfaction in all three years, with higher average overall satisfaction as the program matured.



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