

ARKANSAS DIVISION OF SERVICES FOR THE BLIND  
Client Satisfaction Survey Results  
FFY 2008 OIB Consumers Polled

**METHODOLOGY**

The 2008 Client Satisfaction Survey was mailed in various media via FREE MATTER FOR THE BLIND, to every DSB OIB Program consumer for Federal Fiscal Year 2008. Postage-free return addressed envelopes were provided. The questions with their responses follow the overall summary. The survey consisted of nine questions and consumers were asked to indicate their satisfaction by choosing between strongly agree, agree, disagree, and strongly disagree.

**OVERALL SUMMARY**

Of the 668 surveys mailed, 41 or 6.14% were returned undeliverable. To date, 278 have been returned. The 278 surveys returned represent a 44.34% return rate for 2008.

**Overall, the satisfaction rate is 92.55%.**

**RESPONSES TO QUESTIONS**

**Question Number 1: Services were provided in a timely manner.**

Response: Of the 278 surveys received, 17 did not indicate a choice. Of the remaining 261 responses, 138 or 52.88% strongly agreed, 103 or 39.46% agreed, 13 or 4.98% disagreed, and 7 or 2.68% strongly disagreed. **This is an overall satisfaction rate of 92.34% for this question.**

**Question Number 2: My telephone calls were returned promptly.**

Response: Of the 278 surveys received, 22 did not indicate a choice. Of the remaining 256 responses, 126 or 49.22% strongly agreed, 106 or 41.40% agreed, 13 or 5.08% disagreed, and 11 or 4.30% strongly disagreed. **This is an overall satisfaction rate of 90.62% for this question.**

**Question Number 3: I was treated with courtesy and respect from all staff.**

Response: Of the 278 surveys received, 17 did not indicate a choice. Of the remaining 261 responses, 173 or 66.28% strongly agreed, 82 or 31.42% agreed, 3 or 1.15% disagreed, and 3 or 1.15% strongly disagreed. **This is an overall satisfaction rate of 97.70% for this question.**

**Question Number 4: I feel my teacher provided me with relevant information and services for my specific situation.**

Response: Of the 278 surveys received, 38 did not indicate a choice. Of the remaining 240 responses, 146 or 60.84% strongly agreed, 78 or 32.50% agreed, 8 or 3.33% disagreed, and 8 or 3.33% strongly disagreed. **This is an overall satisfaction rate of 93.34% for this question.**

**Question Number 5: My teacher was attentive, concerned, and interested in my well-being.**

Response: Of the 278 surveys received, 39 did not indicate a choice. Of the remaining 239 responses, 157 or 65.69% strongly agreed, 73 or 30.54% agreed, 6 or 2.51% disagreed, and 3 or 1.26% strongly disagreed. **This is an overall satisfaction rate of 96.23% for this question.**

**Question Number 6: I am satisfied with the amount of contact I had with my teacher.**

Response: Of the 278 surveys received, 40 did not indicate a choice. Of the remaining 238 responses, 133 or 55.88% strongly agreed, 83 or 34.88% agreed, 12 or 5.04% disagreed, and 10 or 4.20% strongly disagreed. **This is an overall satisfaction rate of 90.76% for this question.**

**Question Number 7: My teacher was familiar with technology and techniques used by blind and visually impaired people.**

Response: Of the 278 surveys received, 39 did not indicate a choice. Of the remaining 239 responses, 144 or 60.25% strongly agreed, 85 or 35.57% agreed, 4 or 1.67% disagreed, and 6 or 2.51% strongly disagreed. **This is an overall satisfaction rate of 95.82% for this question.**

**Question Number 8: Overall, I am satisfied with how the services helped me achieve my goals for independent living.**

Response: Of the 278 surveys received, 31 did not indicate a choice. Of the remaining 247 responses, 141 or 57.09% strongly agreed, 85 or 34.41% agreed, 9 or 3.64% disagreed, and 12 or 4.86% strongly disagreed. **This is an overall satisfaction rate of 91.50% for this question.**

**Question Number 9: I feel that my present vision related needs have been met.**

Response: Of the 278 surveys received, 43 did not indicate a choice. Of the remaining 235 responses, 100 or 42.55% strongly agreed, 99 or 42.13% agreed, 23 or 9.79% disagreed, and 13 or 5.53% strongly disagreed. **This is an overall satisfaction rate of 84.68% for this question.**

Comments ranged from, “I am so thankful and deeply grateful for your kindness and help,” to “I appreciate everything that has been done for me. However, the services are sadly behind the times, especially in the area of technology. The talking books, the lack of computer software, are examples of this.”