

ARKANSAS DIVISION OF SERVICES FOR THE BLIND
Client Satisfaction Survey Results
FFY 2009 OIB consumers Polled

METHODOLOGY

The 2009 Client Satisfaction Survey was mailed in various media via FREE MATTER FOR THE BLIND, to every DSB OB Program consumer for Federal Fiscal Year 2009. 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 669 surveys mailed, 50 or 15.06% were returned undeliverable. To date, 332 have been returned. The 332 surveys returned represent a 47.49% return rate for 2009.

Overall, the satisfaction rate is 93.77%. This is up 3.67 from 2008.

RESPONSES TO QUESTIONS

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

Response: Of the 332 surveys received, 50 did not indicate a choice. Of the remaining 332 responses, 152 or 53.90% strongly agreed, 110 or 39.00% agreed, 15 or 5.13% disagreed, and 5 or 1.77% strongly disagreed. **This is an overall satisfaction rate of 92.00 for this question.**

Question Number 2: My telephone calls were returned promptly.

Response: Of the 332 surveys received, 56 did not indicate a choice. Of the remaining 276 responses, 129 or 46.73% strongly agreed, 127 or 46.01% agreed, 18 or 6.52% disagreed, and 2 or .72% strongly disagreed. **This is an overall satisfaction rate of 92.74% for this question.**

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

Response: Of the 332 surveys received, 49 did not indicate a choice. Of the remaining 283 responses, 185 or 65.37% strongly agreed, 91 or 32.15% agreed, 7 or 2.47% disagreed, and 0 or 0.0% strongly disagreed. **This is an overall satisfaction rate of 97.52% for this question.**

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

Response: Of the 332 surveys received, 72 did not indicate a choice. Of the remaining 260 responses, 141 or 54.23% strongly agreed, 106 or 40.76% agreed, 10 or 3.84% disagreed, and 3 or 1.1% strongly disagreed. **This is an overall satisfaction rate of 94.99% for this question.**

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

Response: Of the 332 surveys received, 70 did not indicate a choice. Of the remaining 262 responses, 153 or 58.39% strongly agreed, 95 or 36.25% agreed, 11 or 4.19% disagreed, and 3 or 1.1% strongly disagreed. **This is an overall satisfaction rate of 95.64% for this question.**

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

Response: Of the 332 surveys received, 74 did not indicate a choice. Of the remaining 262 responses, 124 or 47.32% strongly agreed, 116 or 44.27% agreed, 14 or 5.34% disagreed, and 4 or 1.52% strongly disagreed. **This is an overall satisfaction rate of 91.59% for this question.**

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

Response: Of the 332 surveys received, 72 did not indicate a choice. Of the remaining 260 responses, 135 or 51.92% strongly agreed, 115 or 44.23% agreed, 8 or 3.07% disagreed, and 2 or .76% strongly disagreed. **This is an overall satisfaction rate of 96.15% 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 332 surveys received, 81 did not indicate a choice. Of the remaining 251 responses, 130 or 51.79% strongly agreed, 108 or 43.02% agreed, 5 or 1.992% disagreed, and 8 or 3.18% strongly disagreed. **This is an overall satisfaction rate of 94.81% for this question.**

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

Response: Of the 322 surveys received, 61 did not indicate a choice. Of the remaining 261 responses, 108 or 41.37% strongly agreed, 123 or 47.12% agreed, 36 or 13.79% disagreed, and 4 or 1.53% strongly disagreed. **This is an overall satisfaction rate of 88.49% for this question.**

Comments ranged from, “Thank you for everything” to “When Jimmy Jones came to meet with me he brought everything I needed even before I knew what I needed. I was able to microwave, do my laundry and use everything he brought. Thank you Jimmy Jones.” Other comments were “Omogene is special” to “I haven’t seen my teacher in a while, but he has been ill.”