

ARKANSAS DIVISION OF SERVICES FOR THE BLIND  
Client Satisfaction Survey Results  
FFY 2010 OIB Consumers Polled

**METHODOLOGY**

The 2010 Client Satisfaction Survey was mailed in various media via FREE MATTER FOR THE BLIND, to every DSB OIB Program consumer closed during Federal Fiscal Year 2010. 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 441 surveys mailed, 41 or 9.30% were returned undeliverable. To date, 129 have been returned. The 129 surveys returned represent a 29.25% return rate for 2010.

**Overall, the satisfaction rate is 93.77%.**

**RESPONSES TO QUESTIONS**

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

Response: Of the 129 surveys received, 5 did not indicate a choice. Of the remaining 124 responses, 65 or 52.42% strongly agreed, 56 or 45.16% agreed, 2 or 1.61% disagreed, and 1 or 0.81% strongly disagreed. **This is an overall satisfaction rate of 97.58% for this question.**

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

Response: Of the 129 surveys received, 7 did not indicate a choice. Of the remaining 122 responses, 59 or 48.36% strongly agreed, 53 or 43.44% agreed, 8 or 6.56% disagreed, and 2 or 1.64% strongly disagreed. **This is an overall satisfaction rate of 91.80% for this question.**

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

Response: Of the 129 surveys received, 5 did not indicate a choice. Of the remaining 124 responses, 77 or 62.10% strongly agreed, 43 or 34.68% agreed, 3 or 2.42% disagreed, and 1 or 0.81% strongly disagreed. **This is an overall satisfaction rate of 96.78% for this question.**

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

Response: Of the 129 surveys received, 20 did not indicate a choice. Of the remaining 109 responses, 57 or 52.29% strongly agreed, 47 or 43.12% agreed, 3 or 2.75% disagreed, and 2 or 1.83% strongly disagreed. **This is an overall satisfaction rate of 95.42% for this question.**

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

Response: Of the 129 surveys received, 20 did not indicate a choice. Of the remaining 109 responses, 64 or 58.72% strongly agreed, 38 or 34.86% agreed, 6 or 5.50% disagreed, and 1 or 0.92% strongly disagreed. **This is an overall satisfaction rate of 93.58% for this question.**

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

Response: Of the 129 surveys received, 20 did not indicate a choice. Of the remaining 109 responses, 57 or 52.29% strongly agreed, 43 or 39.45% agreed, 6 or 5.50% disagreed, and 3 or 2.76% strongly disagreed. **This is an overall satisfaction rate of 91.74% for this question.**

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

Response: Of the 129 surveys received, 22 did not indicate a choice. Of the remaining 107 responses, 58 or 54.21% strongly agreed, 45 or 42.06% agreed, 2 or 1.87% disagreed, and 2 or 1.87% strongly disagreed. **This is an overall satisfaction rate of 96.26% 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 129 surveys received, 8 did not indicate a choice. Of the remaining 121 responses, 65 or 53.72% strongly agreed, 48 or 39.67% agreed, 6 or 4.96% disagreed, and 2 or 1.65% strongly disagreed. **This is an overall satisfaction rate of 93.39% for this question.**

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

Response: Of the 129 surveys received, 10 did not indicate a choice. Of the remaining 119 responses, 39 or 32.77% strongly agreed, 65 or 54.62% agreed, 9 or 7.56% disagreed, and 6 or 5.04% strongly disagreed. **This is an overall satisfaction rate of 87.40% 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.”