

ARKANSAS DIVISION OF SERVICES FOR THE BLIND
Client Satisfaction Survey Results
FFY 2011 VR Consumers Polled

METHODOLOGY

The 2011 Client Satisfaction Survey was mailed in various media via FREE MATTER FOR THE BLIND to every DSB VR consumer closed during Federal Fiscal Year 2011. Postage-free return addressed envelopes were provided. The questions with their responses follow the overall summary. The survey consisted of ten questions and consumers were asked to indicate their satisfaction by choosing between strongly agree, agree, disagree, and strongly disagree.

OVERALL SUMMARY

Of the 530 surveys mailed, 62 or 11.70% were returned undeliverable. To date, 132 surveys have been returned. The 132 surveys returned represent a 28.21% return rate for 2011. **Overall, the satisfaction rate is 92.27%.**

RESPONSES TO QUESTIONS

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

Response: Of the 132 surveys received, 1 did not indicate a choice. Of the remaining 131 responses, 98 or 74.81% strongly agreed, 24 or 18.32% agreed, 3 or 2.29% disagreed, and 6 or 4.58% strongly disagreed. **This is an overall satisfaction rate of 93.13% for this question.**

Question Number 2: My telephone calls were returned promptly.

Response: Of the 132 surveys received, 1 did not indicate a choice. Of the remaining 131 responses, 84 or 64.12% strongly agreed, 38 or 29.01% agreed, 6 or 4.58% disagreed, and 3 or 2.29% strongly disagreed. **This is an overall satisfaction rate of 93.13% for this question.**

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

Response: Of the 132 surveys received, 1 did not indicate a choice. Of the remaining 131 responses, 104 or 79.39% strongly agreed, 21 or 16.03% agreed, 3 or 2.29% disagreed, and 3 or 2.29% strongly disagreed. **This is an overall satisfaction rate of 95.42% for this question.**

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

Response: Of the 132 surveys received, 3 did not indicate a choice. Of the remaining 129 responses, 98 or 75.97% strongly agreed, 22 or 17.05% agreed, 5 or 3.88% disagreed, and 4 or 3.10% strongly disagreed. **This is an overall satisfaction rate of 93.02% for this question.**

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

Response: Of the 132 surveys received, 3 did not indicate a choice. Of the remaining 129 responses, 98 or 75.97% strongly agreed, 23 or 17.83% agreed, 2 or 1.55% disagreed, and 6 or 4.65% strongly disagreed. **This is an overall satisfaction rate of 93.80% for this question.**

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

Response: Of the 132 surveys received, 3 did not indicate a choice. Of the remaining 129 responses, 89 or 68.99% strongly agreed, 33 or 25.58% agreed, 1 or 0.78% disagreed, and 6 or 4.65% strongly disagreed. **This is an overall satisfaction rate of 94.57% for this question.**

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

Response: Of the 132 surveys received, 7 did not indicate a choice. Of the remaining 125 responses, 92 or 73.60% strongly agreed, 28 or 22.40% agreed, 3 or 2.40% disagreed, and 2 or 1.60% strongly disagreed. **This is an overall satisfaction rate of 96.00% for this question.**

Question Number 8: I participated in the development of my Individualized Plan for Employment and feel that all services needed to reach my goals were offered.

Response: Of the 132 surveys received, 17 did not indicate a choice. Of the remaining 115 responses, 71 or 61.74% strongly agreed, 31 or 26.96% agreed, 8 or 6.96% disagreed, and 5 or 4.35% strongly disagreed. **This is an overall satisfaction rate of 88.70% for this question.**

Question Number 9: The services I received from Services for the Blind made a positive change in my career and helped me achieve greater personal success.

Response: Of the 132 surveys received, 11 did not indicate a choice. Of the remaining 121 responses, 73 or 60.33% strongly agreed, 30 or 24.79% agreed, 11 or 9.09% disagreed, and 7 or 5.79% strongly disagreed. **This is an overall satisfaction rate of 85.12% for this question.**

Question Number 10: Overall, I am satisfied with the services I received and feel my needs have been met.

Response: Of the 132 surveys received, 4 did not indicate a choice. Of the remaining 128 responses, 96 or 75.00% strongly agreed, 19 or 14.84% agreed, 6 or 4.69% disagreed, and 7 or 5.47% strongly disagreed. **This is an overall satisfaction rate of 89.84% for this question.**

Comments ranged from, “Thank you for your services; because of your help I was able to keep my job. My wife and I thank you all from the bottom of our hearts. God Bless you all,” to “Yes they told me they would help and they didn't. They wouldn't ever answer my phone calls or tell me why they wouldn't help me!”