

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

METHODOLOGY

The 2008 Client Satisfaction Survey was mailed in various media via FREE MATTER FOR THE BLIND, to every DSB VR 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 ten questions and consumers were asked to indicate their satisfaction by choosing between strongly agree, agree, disagree, and strongly disagree.

OVERALL SUMMARY

Of the 1,315 surveys mailed, 88 or 6.69% were returned undeliverable. To date, 359 surveys have been returned. The 359 surveys returned represent a 29.26% return rate for 2008. **Overall, the satisfaction rate is 90.48%.**

RESPONSES TO QUESTIONS

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

Response: Of the 359 surveys received, 2 did not indicate a choice. Of the remaining 357 responses, 241 or 67.51% strongly agreed, 77 or 21.57% agreed, 25 or 7.00% disagreed, and 14 or 3.92% strongly disagreed. **This is an overall satisfaction rate of 89.08% for this question.**

Question Number 2: My telephone calls were returned promptly.

Response: Of the 359 surveys received, 3 did not indicate a choice. Of the remaining 356 responses, 215 or 60.39% strongly agreed, 109 or 30.62% agreed, 28 or 7.87% disagreed, and 4 or 1.12% strongly disagreed. **This is an overall satisfaction rate of 91.01% for this question.**

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

Response: Of the 359 surveys received, 4 did not indicate a choice. Of the remaining 355 responses, 276 or 77.75% strongly agreed, 67 or 18.87% agreed, 8 or 2.25% disagreed, and 4 or 1.13% strongly disagreed. **This is an overall satisfaction rate of 96.62% for this question.**

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

Response: Of the 359 surveys received, 6 did not indicate a choice. Of the remaining 353 responses, 252 or 71.39% strongly agreed, 67 or 18.97% agreed, 23 or 6.52% disagreed, and 11 or 3.12% strongly disagreed. **This is an overall satisfaction rate of 90.36% for this question.**

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

Response: Of the 359 surveys received, 5 did not indicate a choice. Of the remaining 354 responses, 249 or 70.34% strongly agreed, 77 or 21.75% agreed, 23 or 6.50% disagreed, and 5 or 1.41% strongly disagreed. **This is an overall satisfaction rate of 92.09% for this question.**

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

Response: Of the 359 surveys received, 5 did not indicate a choice. Of the remaining 354 responses, 227 or 64.13% strongly agreed, 90 or 25.42% agreed, 28 or 7.91% disagreed, and 9 or 2.54% strongly disagreed. **This is an overall satisfaction rate of 89.55% for this question.**

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

Response: Of the 359 surveys received, 12 did not indicate a choice. Of the remaining 347 responses, 225 or 64.84% strongly agreed, 94 or 27.09% agreed, 24 or 6.92% disagreed, and 4 or 1.15% strongly disagreed. **This is an overall satisfaction rate of 91.93% 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 359 surveys received, 42 did not indicate a choice. Of the remaining 317 responses, 183 or 57.73% strongly agreed, 94 or 29.65% agreed, 31 or 9.78% disagreed, and 9 or 2.84% strongly disagreed. **This is an overall satisfaction rate of 87.38% 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 359 surveys received, 34 did not indicate a choice. Of the remaining 325 responses, 198 or 60.92% strongly agreed, 92 or 28.31% agreed, 25 or 7.69% disagreed, and 10 or 3.08% strongly disagreed. **This is an overall satisfaction rate of 89.23% 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 359 surveys received, 15 did not indicate a choice. Of the remaining 344 responses, 214 or 62.21% strongly agreed, 87 or 25.29% agreed, 30 or 8.72% disagreed, and 13 or 3.78% strongly disagreed. **This is an overall satisfaction rate of 87.50% for this question.**

Comments ranged from, “It has been a wonderful experience and a tremendous blessing for me,” to “Appointments were forgotten; calls not returned & had to call & remind them of my orders that were not taken care of; no one answered phones for days; was forgotten at one point - couldn't recall what we had discussed; person answering the phone was rude!!”