

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

METHODOLOGY

The 2010 Client Satisfaction Survey was mailed in various media via FREE MATTER FOR THE BLIND, to every DSB VR 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 ten questions and consumers were asked to indicate their satisfaction by choosing between strongly agree, agree, disagree, and strongly disagree.

OVERALL SUMMARY

Of the 503 surveys mailed, 57 or 11.33% were returned undeliverable. To date, 116 surveys have been returned. The 116 surveys returned represent a 23.06% return rate for 2010. **Overall, the satisfaction rate is 93.42%.**

RESPONSES TO QUESTIONS

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

Response: Of the 116 surveys received, 0 did not indicate a choice. Of the remaining 116 responses, 78 or 67.24% strongly agreed, 31 or 26.72% agreed, 3 or 2.59% disagreed, and 4 or 3.45% strongly disagreed. **This is an overall satisfaction rate of 93.96% for this question.**

Question Number 2: My telephone calls were returned promptly.

Response: Of the 116 surveys received, 0 did not indicate a choice. Of the remaining 116 responses, 75 or 64.66% strongly agreed, 34 or 29.31% agreed, 3 or 2.59% disagreed, and 4 or 3.44% strongly disagreed. **This is an overall satisfaction rate of 93.97% for this question.**

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

Response: Of the 116 surveys received, 0 did not indicate a choice. Of the remaining 116 responses, 90 or 77.59% strongly agreed, 22 or 18.97% agreed, 1 or 0.86% disagreed, and 3 or 2.58% strongly disagreed. **This is an overall satisfaction rate of 96.56% for this question.**

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

Response: Of the 116 surveys received, 1 did not indicate a choice. Of the remaining 115 responses, 86 or 74.78% strongly agreed, 23 or 20.00% agreed, 2 or 1.74% disagreed, and 4 or 3.48% strongly disagreed. **This is an overall satisfaction rate of 94.78% for this question.**

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

Response: Of the 116 surveys received, 1 did not indicate a choice. Of the remaining 115 responses, 89 or 77.39% strongly agreed, 21 or 18.26% agreed, 1 or 0.87% disagreed, and 4 or 3.48% strongly disagreed. **This is an overall satisfaction rate of 95.65% for this question.**

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

Response: Of the 116 surveys received, 1 did not indicate a choice. Of the remaining 115 responses, 85 or 73.91% strongly agreed, 22 or 19.13% agreed, 5 or 4.35% disagreed, and 3 or 2.61% strongly disagreed. **This is an overall satisfaction rate of 93.04% for this question.**

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

Response: Of the 116 surveys received, 1 did not indicate a choice. Of the remaining 115 responses, 79 or 68.70% strongly agreed, 30 or 26.08% agreed, 3 or 2.61% disagreed, and 3 or 2.61% strongly disagreed. **This is an overall satisfaction rate of 94.79% 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 116 surveys received, 5 did not indicate a choice. Of the remaining 111 responses, 68 or 61.26% strongly agreed, 32 or 28.83% agreed, 6 or 5.41% disagreed, and 5 or 4.50% strongly disagreed. **This is an overall satisfaction rate of 90.09% 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 116 surveys received, 2 did not indicate a choice. Of the remaining 114 responses, 70 or 61.41% strongly agreed, 34 or 29.82% agreed, 4 or 3.51% disagreed, and 6 or 5.26% strongly disagreed. **This is an overall satisfaction rate of 91.23% 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 116 surveys received, 1 did not indicate a choice. Of the remaining 115 responses, 78 or 67.83% strongly agreed, 26 or 22.61% agreed, 6 or 5.22% disagreed, and 5 or 4.34% strongly disagreed. **This is an overall satisfaction rate of 90.44% 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!!”