

ARKANSAS DIVISION OF SERVICES FOR THE BLIND
Client Satisfaction Survey Results
FFY 2012 VR Consumers Polled

METHODOLOGY

The 2012 Client Satisfaction Survey was mailed in various media via FREE MATTER FOR THE BLIND to every DSB VR consumer closed during Federal Fiscal Year 2012. 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

TOTAL NUMBER OF SURVEYS MAILED:

DSB mailed 501 surveys in 2012 compared to 530 mailed in 2011 (a 5.5% decrease). One reason for the decrease is that in 2012 before the surveys were mailed Counselors were consulted to see which consumers had either passed away or moved with no forwarding address. This also helped DSB to have a lower 'undeliverable' rate.

SURVEYS RETURNED UNDELIVERABLE:

Surveys returned undeliverable in 2012 was 49 or 9.78% of the 501 total mailed. Compared to last year's 132 returned undeliverable or 28.21% of last year's 530 total mailed, this is an 18.4% decrease, which means that we had a higher rate in 2012 of surveys that reached consumers.

SURVEYS FILLED OUT AND RETURNED TO DSB:

To date, 94 surveys out of the total 501 mailed have been filled out and returned to DSB. The 94 surveys completed represent a 20.80% return rate for 2012. Compared to 132 out of 530 mailed in 2011 (or a 28.21% return rate for 2011), our return rate in 2012 compared to the return rate in 2011 is down 7.41%.

OVERALL SATISFACTION RATE:

The 94 surveys filled out and returned to DSB for 2012 that had answers of 'Strongly Agree' or 'Agree' represent a 91.32% overall satisfaction rate with the services that DSB offers. In 2011 the 132 surveys filled out and returned to DSB had a 92.27% overall satisfaction rate. So, from 2011 to 2012 there is a .95% (less than 1%) decrease in the overall satisfaction rate.

RESPONSES TO QUESTIONS

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

Response: Of the 94 surveys received, 0 did not indicate a choice. Of the remaining 94 responses, 60 or 63.83% strongly agreed, 27 or 28.72% agreed, 5 or 5.32% disagreed, and 2 or 2.13% strongly disagreed. **This is an overall satisfaction rate of 92.55% for this question.**

Question Number 2: My telephone calls were returned promptly.

Response: Of the 94 surveys received, 0 did not indicate a choice. Of the remaining 94 responses, 54 or 57.45% strongly agreed, 30 or 31.91% agreed, 8 or 8.51% disagreed, and 2 or 2.13% strongly disagreed. **This is an overall satisfaction rate of 89.36% for this question.**

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

Response: Of the 94 surveys received, 0 did not indicate a choice. Of the remaining 94 responses, 73 or 77.66% strongly agreed, 17 or 18.09% agreed, 3 or 3.19% disagreed, and 1 or 1.06% strongly disagreed. **This is an overall satisfaction rate of 95.74% for this question.**

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

Response: Of the 94 surveys received, 2 did not indicate a choice. Of the remaining 92 responses, 65 or 70.65% strongly agreed, 21 or 22.83% agreed, 4 or 4.35% disagreed, and 2 or 2.17% strongly disagreed. **This is an overall satisfaction rate of 93.48% for this question.**

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

Response: Of the 94 surveys received, 3 did not indicate a choice. Of the remaining 91 responses, 72 or 79.12% strongly agreed, 15 or 16.48% agreed, 3 or 3.30% disagreed, and 1 or 1.10% strongly disagreed. **This is an overall satisfaction rate of 95.60% for this question.**

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

Response: Of the 94 surveys received, 3 did not indicate a choice. Of the remaining 91 responses, 61 or 67.03% strongly agreed, 23 or 25.27% agreed, 7 or 7.69% disagreed, and 0 or 0.00% strongly disagreed. **This is an overall satisfaction rate of 92.31% for this question.**

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

Response: Of the 94 surveys received, 3 did not indicate a choice. Of the remaining 91 responses, 64 or 70.33% strongly agreed, 21 or 23.08% agreed, 5 or 5.49% disagreed, and 1 or 1.10% strongly disagreed. **This is an overall satisfaction rate of 93.41% 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 94 surveys received, 7 did not indicate a choice. Of the remaining 87 responses, 54 or 62.07% strongly agreed, 24 or 27.59% agreed, 7 or 8.05% disagreed, and 2 or 2.30% strongly disagreed. **This is an overall satisfaction rate of 89.66% 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 94 surveys received, 6 did not indicate a choice. Of the remaining 88 responses, 48 or 54.55% strongly agreed, 27 or 30.68% agreed, 8 or 9.09% disagreed, and 5 or 5.68% strongly disagreed. **This is an overall satisfaction rate of 85.23% 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 94 surveys received, 2 did not indicate a choice. Of the remaining 92 responses, 61 or 66.30% strongly agreed, 18 or 19.57% agreed, 9 or 9.78% disagreed, and 4 or 4.35% strongly disagreed. **This is an overall satisfaction rate of 85.87% for this question.**

Comments ranged from:

“The entire team worked well both individually and collectively well. I felt very respected and was helped. Great experience.” and “Everyone was very nice and quick to help me. Also after the cataract surgery they kept checking on me. Very nice helpful people. They were always quick to respond to my calls. Thank everyone ever so much. I don't know what I would have done without them. Thank God for all of you.”

to:

“My eyes are still not what they should be and they bother me all the time. My vision is still blurry. One eye stays dilated ALL the time. So, NO I am NOT completely satisfied. But I do appreciate the help.” And “I am still having difficulty seeing to do my job.”