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

METHODOLOGY
The 2011 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 2011. 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 100 surveys mailed, 4 or 4% were returned undeliverable. To date, 50 have been returned. The 50 surveys returned represent a 52.08% return rate for 2011. Overall, the satisfaction rate is 93.57%.

RESPONSES TO QUESTIONS

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

Response: Of the 50 surveys received, 2 did not indicate a choice. Of the remaining 48 responses, 26 or 54.17% strongly agreed, 17 or 35.42% agreed, 3 or 6.25% disagreed, and 2 or 4.17% strongly disagreed. This is an overall satisfaction rate of 89.59% for this question.

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

Response: Of the 50 surveys received, 4 did not indicate a choice. Of the remaining 46 responses, 27 or 58.70% strongly agreed, 15 or 32.61% agreed, 3 or 6.52% disagreed, and 1 or 2.17% strongly disagreed. This is an overall satisfaction rate of 91.31% for this question.

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

Response: Of the 50 surveys received, 2 did not indicate a choice. Of the remaining 48 responses, 38 or 79.17% strongly agreed, 9 or 18.75% agreed, 0 or 0% disagreed, and 1 or 2.08% strongly disagreed. This is an overall satisfaction rate of 97.92% for this question.
**Question Number 4:** I feel my teacher provided me with relevant information and services for my specific situation.

Response: Of the 50 surveys received, 9 did not indicate a choice. Of the remaining 41 responses, 27 or 65.85% strongly agreed, 13 or 31.71% agreed, 1 or 2.44% disagreed, and 0 or 0% strongly disagreed. **This is an overall satisfaction rate of 97.56% for this question.**

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

Response: Of the 50 surveys received, 9 did not indicate a choice. Of the remaining 41 responses, 28 or 68.29% strongly agreed, 12 or 29.27% agreed, 1 or 2.44% disagreed, and 0 or 0% strongly disagreed. **This is an overall satisfaction rate of 97.56% for this question.**

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

Response: Of the 50 surveys received, 8 did not indicate a choice. Of the remaining 42 responses, 26 or 61.90% strongly agreed, 10 or 23.81% agreed, 5 or 11.90% disagreed, and 1 or 2.38% strongly disagreed. **This is an overall satisfaction rate of 85.71% for this question.**

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

Response: Of the 50 surveys received, 10 did not indicate a choice. Of the remaining 40 responses, 25 or 62.50% strongly agreed, 15 or 37.50% agreed, 0 or 0% disagreed, and 0 or 0% strongly disagreed. **This is an overall satisfaction rate of 100% 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 50 surveys received, 5 did not indicate a choice. Of the remaining 45 responses, 26 or 57.78% strongly agreed, 17 or 37.78% agreed, 1 or 2.22% disagreed, and 1 or 2.22% strongly disagreed. **This is an overall satisfaction rate of 95.56% for this question.**
Question Number 9: I feel that my present vision related needs have been met.

Response: Of the 50 surveys received, 4 did not indicate a choice. Of the remaining 46 responses, 20 or 43.48% strongly agreed, 20 or 43.48% agreed, 5 or 10.87% disagreed, and 1 or 2.17% strongly disagreed. This is an overall satisfaction rate of 86.96% for this question.

Comments ranged from, “Doing a good job. They have helped me a lot. Thanks.” to “I don’t see how someone in the field can come to your home talk with you and find out what you need, and tell you that she or the company can get it for you, and never call or return back with item in question.”