ARKANSAS DIVISION OF SERVICES FOR THE BLIND

Client Satisfaction Survey Results

FFY 2018 VR Consumers Polled

**METHODOLOGY**

The 2018 Client Satisfaction Survey was mailed in various media via FREE MATTER FOR THE BLIND to every DSB VR consumer closed during Federal Fiscal Year 2018. 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 490 surveys in 2018 compared to 410 mailed in 2017 (a 19.51% increase). Before the surveys were mailed, counselors were consulted to verify the accuracy of information as well as to verify which consumers had passed away or relocated with no forwarding address.

**SURVEYS RETURNED UNDELIVERABLE:**

The number of surveys returned undeliverable in 2018 was 29 or 5.92% of the 490 total mailed. Compared to last year’s 10 returned undeliverable or 2.44% of last year’s 410 total mailed, this is a 3.48% increase. However, we still had 461 surveys reach consumers compared to 400 in 2017.

**SURVEYS FILLED OUT AND RETURNED TO DSB:**

To date, 106 surveys out of the total 490 mailed have been filled out and returned to DSB. The 106 surveys completed represent a 21.63% return rate for 2018. Compared to 28 out of 410 mailed in 2017 (or a 6.83% return rate for 2017), our return rate in 2018 compared to the return rate in 2017 is up 14.80%.

**OVERALL SATISFACTION RATE:**

The 106 surveys filled out and returned to DSB for 2018 that had answers of ‘Strongly Agree’ or ‘Agree’ represent a 92.37% overall satisfaction rate with the services that DSB offers. In 2017, the 28 surveys filled out and returned to DSB had a 95.26% overall satisfaction rate. So, from 2017 to 2018, there was a 2.89% decrease in the overall satisfaction rate.

**RESPONSES TO QUESTIONS**

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

Response: Of the 106 surveys received, 2 did not indicate a choice. Of the remaining 104 responses, 74 or 71.16% strongly agreed, 21 or 20.19% agreed, 7 or 6.73% disagreed, and 2 or 1.92% strongly disagreed. This is an overall satisfaction rate of 91.35% for this question.

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

Response: Of the 106 surveys received, 1 did not indicate a choice. Of the remaining 105 responses, 71 or 67.62% strongly agreed, 24 or 22.86% agreed, 8 or 7.62% disagreed, and 2 or 1.90% strongly disagreed. This is an overall satisfaction rate of 90.48% for this question.

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

Response: Of the 106 surveys received, 1 did not indicate a choice. Of the remaining 105 responses, 85 or 80.95% strongly agreed, 17 or 16.19% agreed, 1 or 0.95% disagreed, and 2 or 1.91% strongly disagreed. This is an overall satisfaction rate of 97.14% for this question.

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

Response: Of the 106 surveys received, 1 did not indicate a choice. Of the remaining 105 responses, 80 or 76.19% strongly agreed, 20 or 19.05% agreed, 2 or 1.90% disagreed, and 3 or 2.86% strongly disagreed. This is an overall satisfaction rate of 95.24% for this question.

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

Response: Of the 106 surveys received, 3 did not indicate a choice. Of the remaining 103 responses, 81 or 78.64% strongly agreed, 16 or 15.54% agreed, 4 or 3.88% disagreed, and 2 or 1.94% strongly disagreed. This is an overall satisfaction rate of 94.17% for this question.

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

Response: Of the 106 surveys received, 2 did not indicate a choice. Of the remaining 104 responses, 80 or 76.92% strongly agreed, 16 or 15.38% agreed, 4 or 3.85% disagreed, and 4 or 3.85% 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 106 surveys received, 6 did not indicate a choice. Of the remaining 100 responses, 74 or 74.00% strongly agreed, 21 or 21.00% agreed, 4 or 4.00% disagreed, and 1 or 1.00% strongly disagreed. This is an overall satisfaction rate of 95.00% 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 106 surveys received, 10 did not indicate a choice. Of the remaining 96 responses, 66 or 68.75% strongly agreed, 20 or 20.83% agreed, 4 or 4.17% disagreed, and 6 or 6.25% strongly disagreed. This is an overall satisfaction rate of 89.58% 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 106 surveys received, 6 did not indicate a choice. Of the remaining 100 responses, 71 or 71.00% strongly agreed, 19 or 19.00% agreed, 2 or 2.00% disagreed, and 8 or 8.00% strongly disagreed. This is an overall satisfaction rate of 90.00% 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 106 surveys received, 2 did not indicate a choice. Of the remaining 104 responses, 79 or 75.96% strongly agreed, 13 or 12.50% agreed, 8 or 7.69% disagreed, and 4 or 3.85% strongly disagreed. This is an overall satisfaction rate of 88.46% for this question.

Comments ranged from:

“Services for the blind has been great to me. They have helped me from the first time I signed up. I'm very satisfied with how they get right on it to help you get whatever you need done.”

“Saying "Thank You" seems like so little on my part, But that’s all I can say, I thank God for people like you who help people like me, I have no way to repay this kindness, I am so very happy not to be blind anymore! Praise God I can see 20/20, it is so wonderful! May God bless each one who had a part in my case! God is good all the time, all the time God is good!”

To:

“I told them don’t close my case I have another [cataract] that has to go. If I don't have I won’t be able to work. I will be Blind”

“I though[t] I was misled in this services. I am blind in my left and have trouble reading I am trying to get my GED and glasses would have helped I know you can't help everybody.”