

ARKANSAS DIVISION OF SERVICES FOR THE BLIND
Client Satisfaction Survey Results
FFY 2017 OIB Consumers Polled

METHODOLOGY

The 2017 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 2017. 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 102 surveys in 2017. The last time DSB conducted the survey directly was for the Federal Fiscal Year 2011. In Federal Fiscal Year 2011, DSB mailed out 100 surveys.

SURVEYS RETURNED UNDELIVERABLE:

The number of surveys returned undeliverable in 2017 was 2 or 1.96% of the 102 total mailed. This is compared to 4% being returned as undeliverable in 2011, which is a 2.04% decrease in undeliverable surveys.

SURVEYS FILLED OUT AND RETURNED TO DSB:

To date, 20 surveys out of the total 102 mailed have been filled out and returned to DSB. The 20 surveys completed represent a 19.61% return rate for 2017. This is compared to a 52.08% return rate for 2011.

OVERALL SATISFACTION RATE:

The 20 surveys filled out and returned to DSB for 2017 that had answers of ‘Strongly Agree’ or ‘Agree’ represent a 96.84% overall satisfaction rate with the services that DSB offers through World Services for the Blind. This is a 3.27% increase in satisfaction from Federal Fiscal Year 2011. **The overall satisfaction rate is 96.84%.**

RESPONSES TO QUESTIONS

Question Number 1: The services I received were provided in a timely manner.

Response: Of the 20 surveys received, 14 or 70.00% strongly agreed, 6 or 30.00% agreed, 0 disagreed, and 0 strongly disagreed. **This is an overall satisfaction rate of 100.00% for this question.**

Question Number 2: My telephone calls were returned promptly.

Response: Of the 20 surveys received, 3 did not indicate a choice. Of the remaining 17 responses, 12 or 70.59% strongly agreed, 5 or 29.41% agreed, 0 disagreed, and 0 strongly disagreed. **This is an overall reported satisfaction rate of 100.00% for this question.**

Question Number 3: I was treated with courtesy and respect by the individual(s) providing me services.

Response: Of the 20 surveys received, 18 or 90.00% strongly agreed, 2 or 10.00% agreed, 0 disagreed, and 0 strongly disagreed. **This is an overall satisfaction rate of 100.00% for this question.**

Question Number 4: Information and services I received were relevant to my specific situation.

Response: Of the 20 surveys received, 15 or 75.00% strongly agreed, 4 or 20.00% agreed, 1 or 5.00% disagreed, and 0 strongly disagreed. **This is an overall satisfaction rate of 95.00% for this question.**

Question Number 5: The individual(s) providing me services was attentive, concerned, and interested in my well-being.

Response: Of the 20 surveys received, 17 or 85.00% strongly agreed, 3 or 15.00% agreed, 0 disagreed, and 0 strongly disagreed. **This is an overall satisfaction rate of 100.00% for this question.**

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

Response: Of the 20 surveys received, 1 did not indicate a choice. Of the remaining 19 responses, 13 or 68.42% strongly agreed, 4 or 21.05% agreed, 2 or 10.53% disagreed, and 0 strongly disagreed. **This is an overall reported satisfaction rate of 89.47% for this question.**

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

Response: Of the 20 surveys received, 15 or 75.00% strongly agreed, 4 or 20.00% agreed, 1 or 5.00% disagreed, and 0 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 Elders and feel that all immediate services needed to reach my goals were offered.

Response: Of the 20 surveys received, 2 did not indicate a choice. Of the remaining 18 responses, 12 or 66.67% strongly agreed, 6 or 33.33% agreed, 0 disagreed, and 0 strongly disagreed. **This is an overall reported satisfaction rate of 100.00% for this question.**

Question Number 9: The services I received made a positive change in my independence and helped me achieve greater personal success.

Response: Of the 20 surveys received, 1 did not indicate a choice. Of the remaining 19 responses, 13 or 68.42% strongly agreed, 6 or 31.58% agreed, 0 disagreed, and 0 strongly disagreed. **This is an overall reported satisfaction rate of 100.00% for this question.**

Question Number 10: Overall, I am satisfied with the services I received and feel my immediate needs have been met.

Response: Of the 20 surveys received, 2 did not indicate a choice. Of the remaining 18 responses, 12 or 66.67% strongly agreed, 4 or 22.22% agreed, 2 or 11.11% disagreed, and 0 strongly disagreed. **This is an overall satisfaction rate of 88.89% for this question.**

Comments ranged from:

“Excellent Service.”

“Thank you for help.”

“This was a very lovely lady. She was helpful in every way. I was truly impressed.”

To:

“Equipment I needed is not available in this program.”

“I will need more help...”

“I needed a CCD, but didn't get one...”