

ARKANSAS DIVISION OF SERVICES FOR THE BLIND
Client Satisfaction Survey Results
FFY 2018 OIB Consumers Polled

METHODOLOGY

The 2018 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 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 95 surveys in 2018. In Federal Fiscal Year 2017, DSB mailed out 102 surveys. This is a 6.86% decrease. The list of clients and their contact information is provided to DSB by World Services for the Blind.

SURVEYS RETURNED UNDELIVERABLE:

The number of surveys returned undeliverable in 2018 was 5 or 5.26% of the 95 total mailed. This is compared to 1.96% being returned as undeliverable in 2017, which is a 3.3% increase in undeliverable surveys.

SURVEYS FILLED OUT AND RETURNED TO DSB:

To date, 53 surveys out of the total 95 mailed have been filled out and returned to DSB. The 53 surveys completed represent a 55.79% return rate for 2018. This is compared to a 19.61% return rate for 2017.

OVERALL SATISFACTION RATE:

The 53 surveys filled out and returned to DSB for 2018 that had answers of ‘Strongly Agree’ or ‘Agree’ represent a 97.19% overall satisfaction rate with the services that DSB offers through World Services for the Blind. This is a 0.35% increase in satisfaction from Federal Fiscal Year 2017. **The overall satisfaction rate is 97.19%.**

RESPONSES TO QUESTIONS

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

Response: Of the 53 surveys received, 1 did not indicate a choice. Of the remaining 51 responses, 30 or 57.69% strongly agreed, 21 or 40.39% agreed, 1 or 1.92% disagreed, and 0 strongly disagreed. **This is an overall satisfaction rate of 98.08% for this question.**

Question Number 2: My telephone calls were returned promptly.

Response: Of the 53 surveys received, 8 did not indicate a choice. Of the remaining 45 responses, 27 or 60.00% strongly agreed, 16 or 35.56% agreed, 1 or 2.22% disagreed, and 1 or 2.22% strongly disagreed. **This is an overall reported satisfaction rate of 95.56% for this question.**

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

Response: Of the 53 surveys received, 1 did not indicate a choice. Of the remaining 52 responses, 40 or 76.92% strongly agreed, 12 or 23.08% 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 53 surveys received, 1 did not indicate a choice. Of the remaining 52 surveys, 31 or 59.62% strongly agreed, 20 or 38.46% agreed, 1 or 1.92% disagreed, and 0 strongly disagreed. **This is an overall satisfaction rate of 98.08% for this question.**

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

Response: Of the 53 surveys received, 2 did not indicate a choice. Of the remaining 51 surveys, 32 or 62.75% strongly agreed, 19 or 37.25% 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 53 surveys received, 1 did not indicate a choice. Of the remaining 52 responses, 30 or 57.69% strongly agreed, 20 or 38.46% agreed, 2 or 3.85% disagreed, and 0 strongly disagreed. **This is an overall reported satisfaction rate of 96.15% 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 53 surveys received, 1 did not indicate a choice. Of the remaining 52 responses, 36 or 69.23% strongly agreed, 16 or 30.77% agreed, 0 disagreed, and 0 strongly disagreed. **This is an overall satisfaction rate of 100.00% 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 53 surveys received, 1 did not indicate a choice. Of the remaining 52 responses, 27 or 51.92% strongly agreed, 21 or 40.39% agreed, 4 or 7.69% disagreed, and 0 strongly disagreed. **This is an overall reported satisfaction rate of 92.31% 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 53 surveys received, 6 did not indicate a choice. Of the remaining 47 responses, 26 or 55.31% strongly agreed, 19 or 40.43% agreed, 2 or 4.26% disagreed, and 0 strongly disagreed. **This is an overall reported satisfaction rate of 95.74% 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 53 surveys received, 3 did not indicate a choice. Of the remaining 50 responses, 29 or 58.00% strongly agreed, 19 or 38.00% agreed, 2 or 4.00% disagreed, and 0 strongly disagreed. **This is an overall satisfaction rate of 96.00% for this question.**

Comments ranged from:

“Service very good, I sure needed their help.”

“I sure [appreciate] what you are doing for me”

To:

“I need more instruction on the use of both the things she gave me...”

“Would like a phone # to speak to a human to answer individual questions...”