

# Consumer Satisfaction Survey Results FFY 2015

Prepared in Collaboration with the Alaska State Vocational Rehabilitation Committee

## 2015 Survey Highlights

Keeping the participant in mind, several changes were made to DVR's satisfaction surveys this year. These changes were effective May, 2015 and the revised survey has been used since then.

- Readability:
  - The reading level was reworked and slightly adjusted to ensure participants could comfortably interpret and answer all the questions without confusion.
  - To streamline responses and to avoid duplicates, the number of questions was reduced from 23 to 10. This change also paired the survey down to 1 page which made it easier and faster for the participant to complete.
- Delivery Methodology:
  - Previously, DVR mailed consumer satisfaction surveys to participants that did not have an email address. This delivery method proved to have a very low response rate and was not cost effective.
  - All surveys are now sent through the participant's email address using the online survey tool, *SurveyMonkey*.
  - Approximately 75% of DVR participants who exited the program have a valid email address.
- Data
  - The data highlighted in this document is for an abbreviated fiscal year. Since the survey underwent significant changes in May, 2015, the data represented here only applies to participants who exited the DVR program from May 1, 2015 through September 30, 2015.
  - 346 surveys were emailed for this timeframe.

## 2015 Survey Questions and Breakdown

### 1. Program Satisfaction

I would recommend Alaska DVR to others.

Overall, I am satisfied with the services I received.

### 2. Program Information

I knew the goal of DVR was to help me find employment or stay employed.

DVR staff helped me understand the services available to me by DVR and other agencies.

### 3. Consumer Involvement

I was aware of my right to disagree and was informed about the process to appeal DVR decisions and about Client Assistance Program (CAP).

I was pleased with my involvement in the decision making process that led to my plan for employment.

Alaska DVR helped me understand my abilities so that I could choose a job consistent with my strengths, resources, priorities, concerns, capabilities, interests, and informed choice.

### 4. Consumer & Staff Interaction

DVR staff replied promptly to my questions, requests, and informed me of changes.

DVR staff were polite and helpful on an on-going basis throughout the time I had an open case.

## Analysis of Survey Results

## Treating the Consumer Participant with Respect

87% of responding participants felt DVR staff was polite and helpful throughout the time their case was open. A similar percentage of respondents felt questions and requests were replied to promptly.

## Informed Choice and Involvement in the DVR Process

80% of responders were pleased with their involvement in the decision making process that led to their plan for employment. 93% knew the goal of DVR was to help them find employment or stay employed.

## Referral of Others

Overall, 80% of participants would recommend Alaska DVR to others.

## Consumer quotes:

- "I highly recommend any person in pursuit of any career they wish to accomplish. My counselor is excellent in his position because he has been highly trained and updated. I am hopeful to return to school after the shoulder of mine is replaced and will continue the road to achievement for my goals which have been set through our Alaska DVR. It is actually the only place on earth where I actually made a Deans list academically and for this I am truly thankful to my team I have assigned to me."
- "I have recommended the agency to several others."
- "I'm very thankful for all you did for me! I am very satisfied with my new found career of life coaching that I have because of you!"
- "Even when I was out of state helped every way they can."
- "Always treated with respect"

## 2015 Summary of Satisfaction Survey Results

