

DVR Consumer Satisfaction Survey



Enid Glenn, Director
Bureau of Management Services
4/18/2013

Survey Background



- WRC Involvement
- University of Wisconsin Survey Center
- Used for:
 - Comprehensive Needs Assessment
 - Program Improvement

General Information

- Sent = 2,334
 - Status 26 = 1,352
 - Status 28 = 982
- Response Rate = 47.54%
 - Status 26 = 53.32%
 - Status 28 = 39.14%

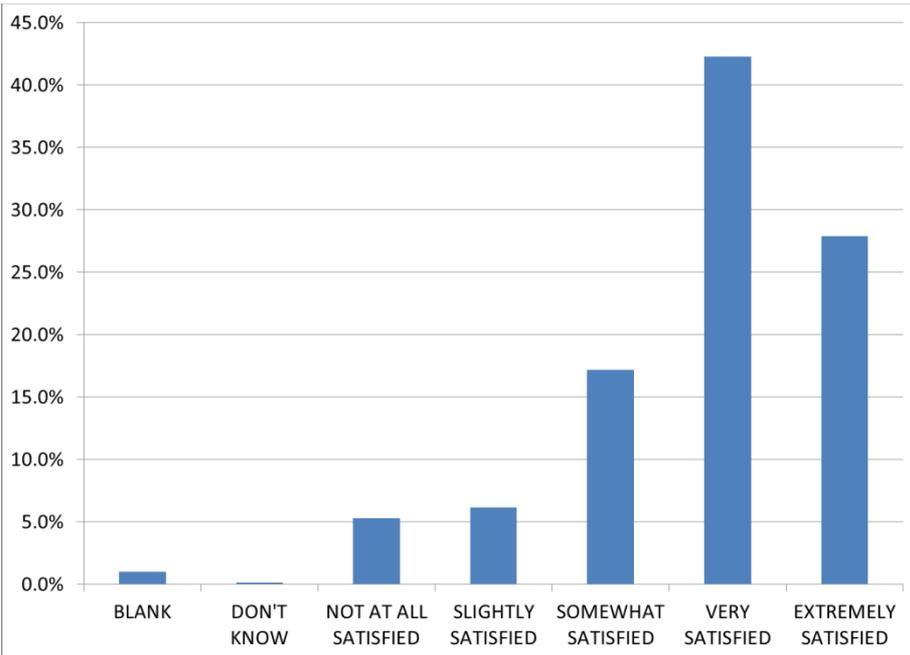
Overall, how satisfied are you with your experience with DVR?



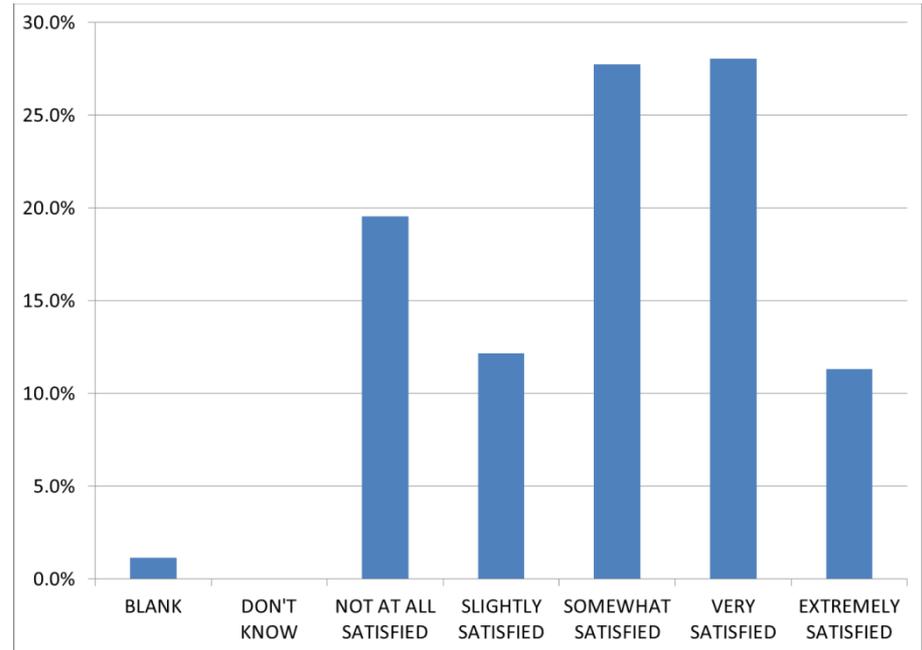
Status 26	Status 28	Total
699	353	1052

Satisfaction with your DVR Experience

Status 26



Status 28



	Don't Know	Not at All Satisfied	Slightly Satisfied	Somewhat Satisfied	Very Satisfied	Extremely Satisfied	Blank
Status 26	1	37	43	120	296	195	7
Status 28	0	69	43	98	99	40	4

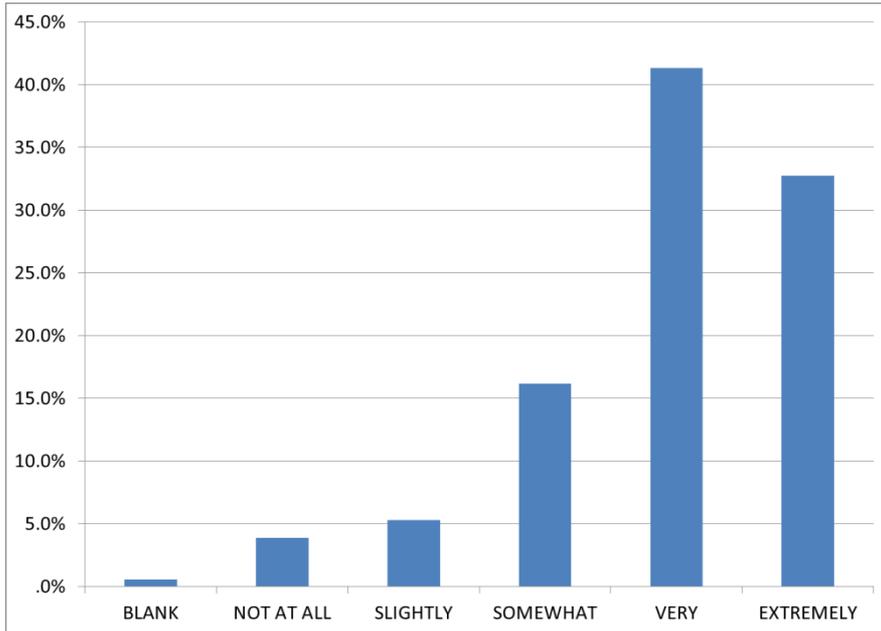
How well did your counselor explain what DVR services were available to you, so that you could choose what was necessary to meet your goals?



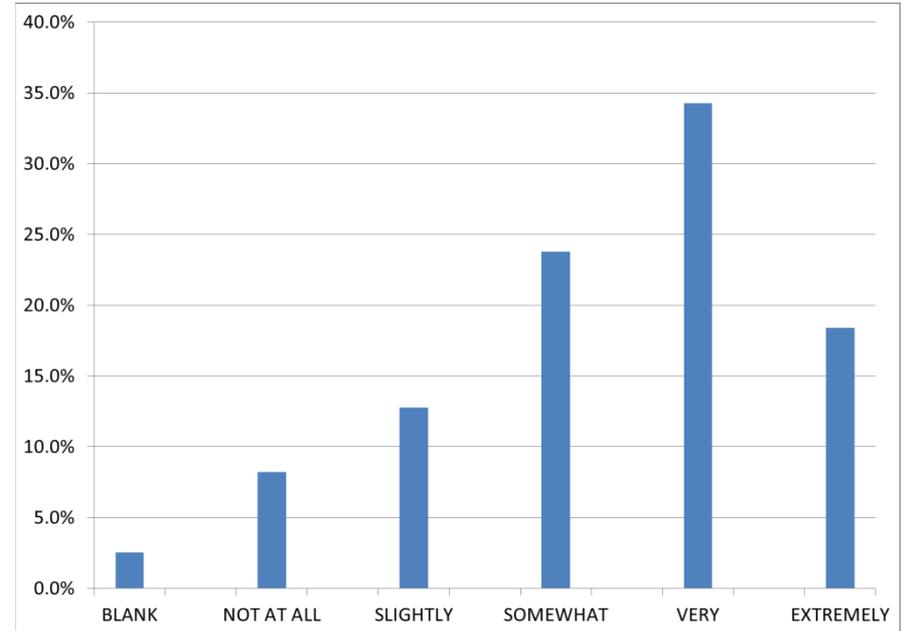
Status 26	Status 28	Total
699	353	1052

Counselor explanation of what DVR services were available

Status 26



Status 28



	Not at all	Slightly	Somewhat	Very	Extremely	Blank
Status 26	27	37	113	289	229	4
Status 28	29	45	84	121	65	9

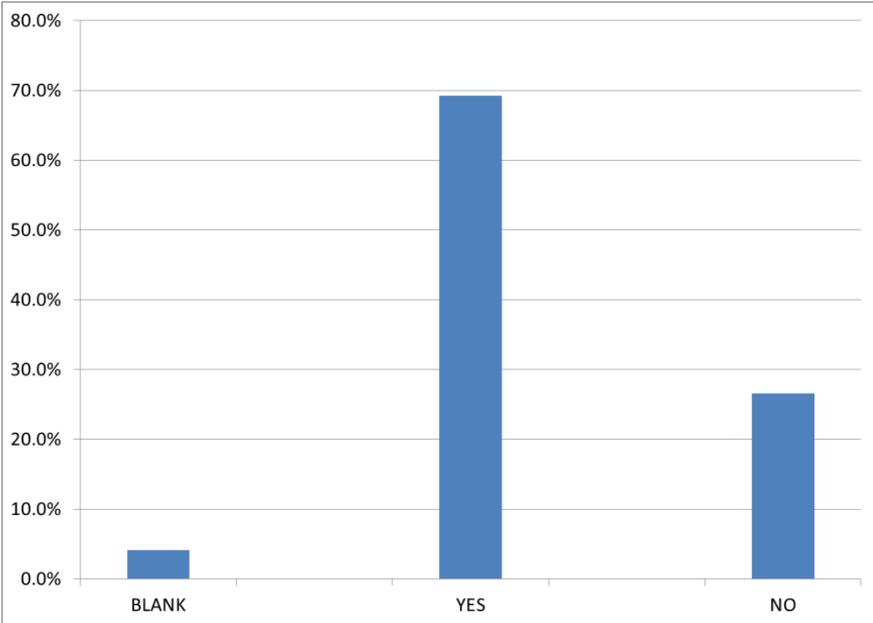
Were you able to get all the vocational services you thought you needed through DVR?



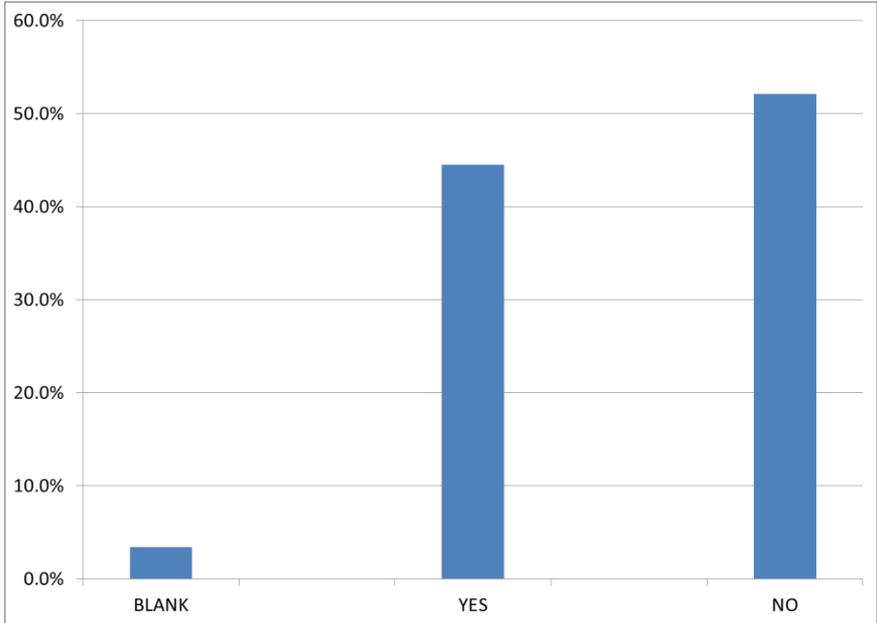
Status 26	Status 28	Total
699	353	1052

Able to get all the vocational services you thought you needed

Status 26



Status 28



	Yes	No	Blank
Status 26	484	186	29
Status 28	157	184	12

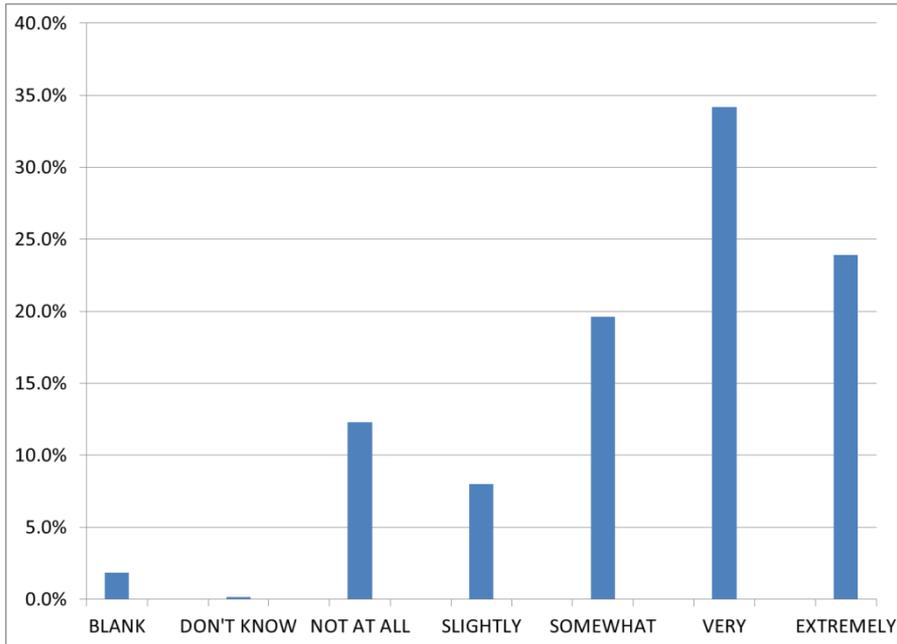
How much better equipped are you to work and to remain employed?



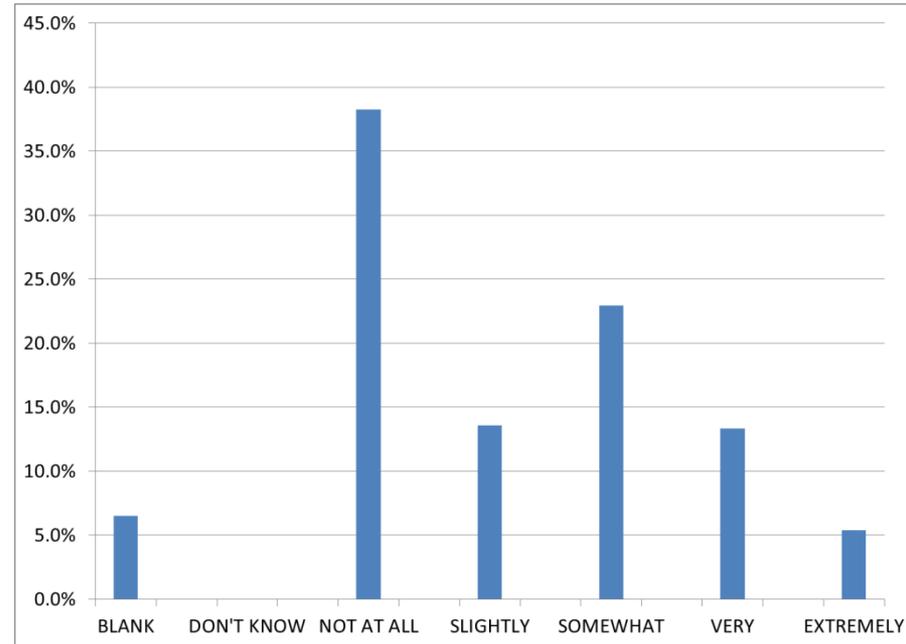
Status 26	Status 28	Total
699	353	1052

Better equipped to work and remain employed

Status 26



Status 28



	Don't Know	Not at All	Slightly	Somewhat	Very	Extremely	Blank
Status 26	1	86	56	137	239	167	13
Status 28	0	135	48	81	47	19	23

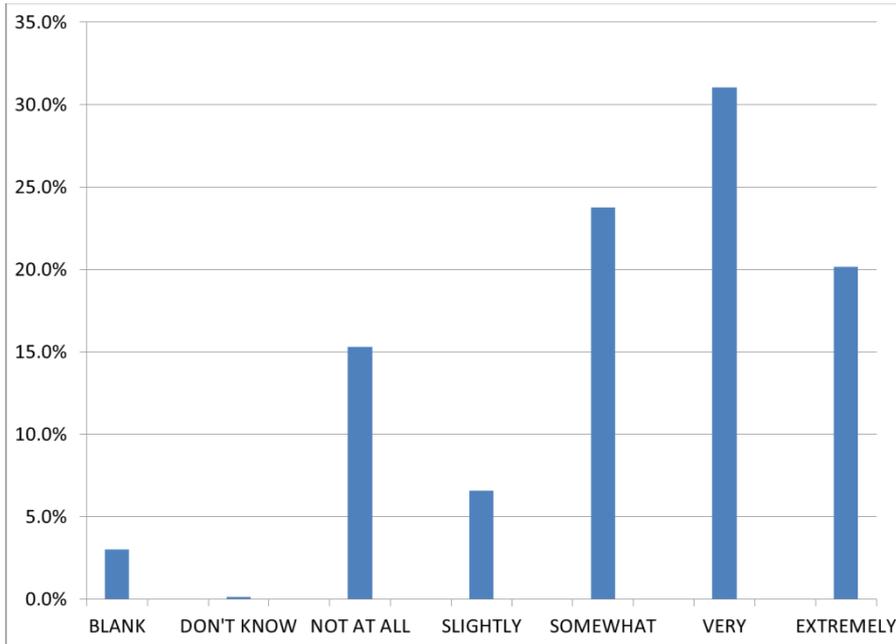
How much better equipped are you to deal with your disability and the challenges it presents to your employment?



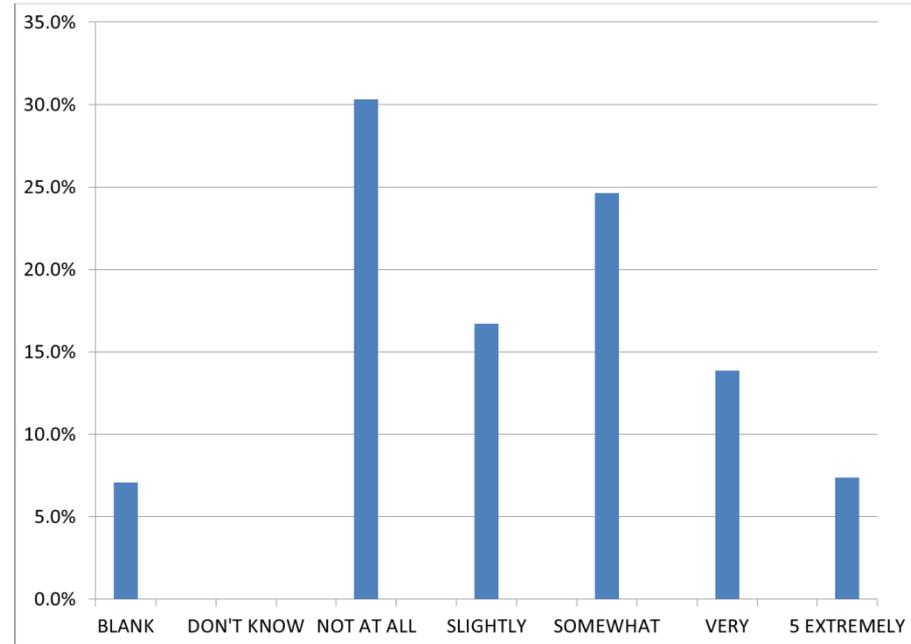
Status 26	Status 28	Total
699	353	1052

Better equipped to deal with your disability in employment

Status 26



Status 28



	Don't Know	Not at All	Slightly	Somewhat	Very	Extremely	Blank
Status 26	1	107	46	166	217	141	21
Status 28	0	107	59	87	49	26	25

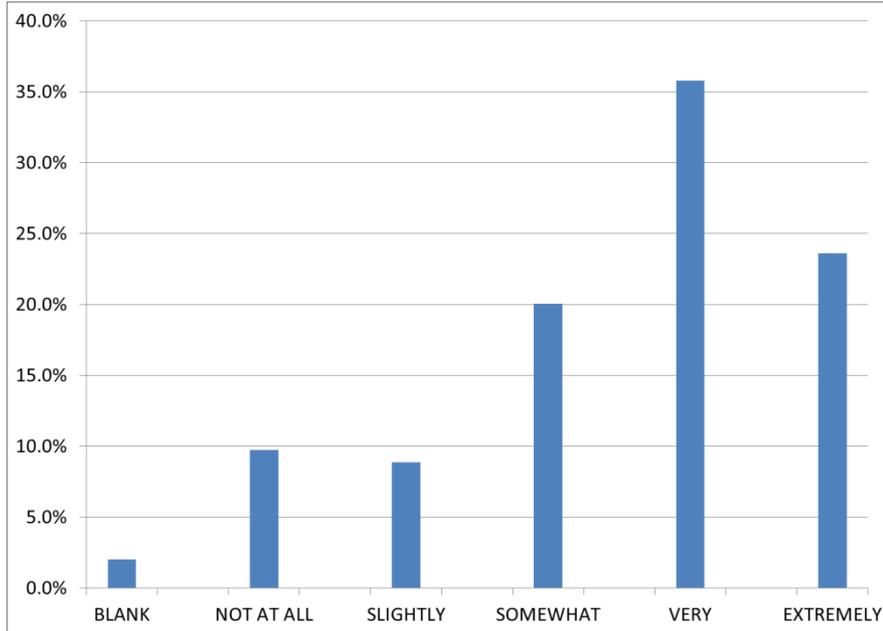
How helpful was your counselor in obtaining the info that you needed to improve your employment and financial situation?



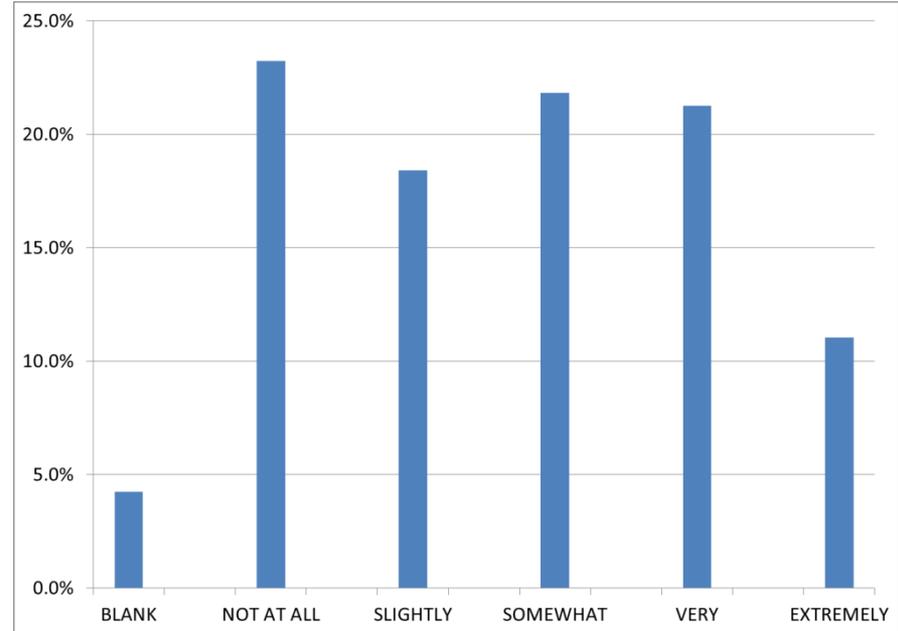
Status 26	Status 28	Total
699	353	1052

How helpful was your counselor in obtaining information you needed

Status 26



Status 28



	Not at All Helpful	Slightly Helpful	Somewhat Helpful	Very Helpful	Extremely Helpful	Blank
Status 26	68	62	140	250	165	14
Status 28	82	65	77	75	39	15

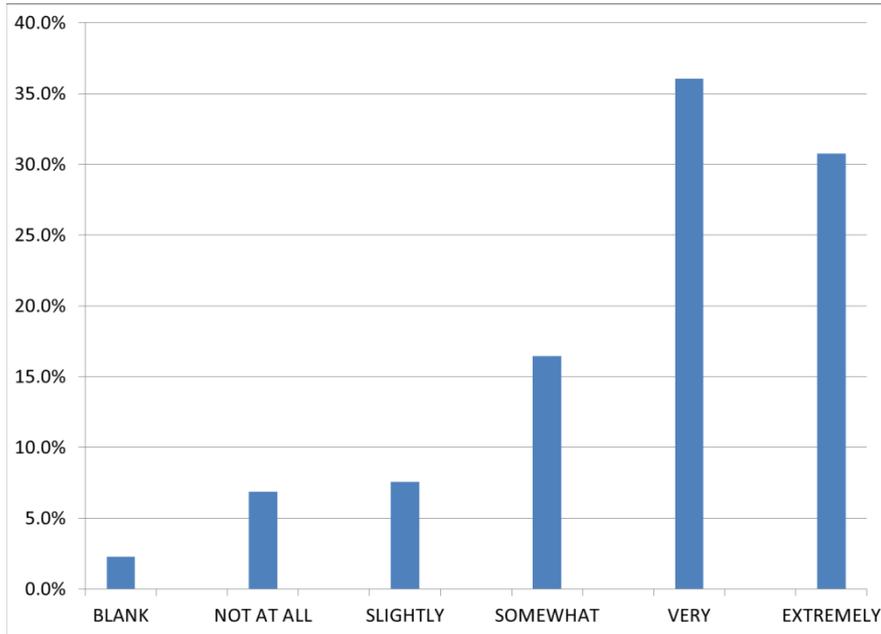
To what extent did your counselor believe that you could build your skills and improve your employment situation?



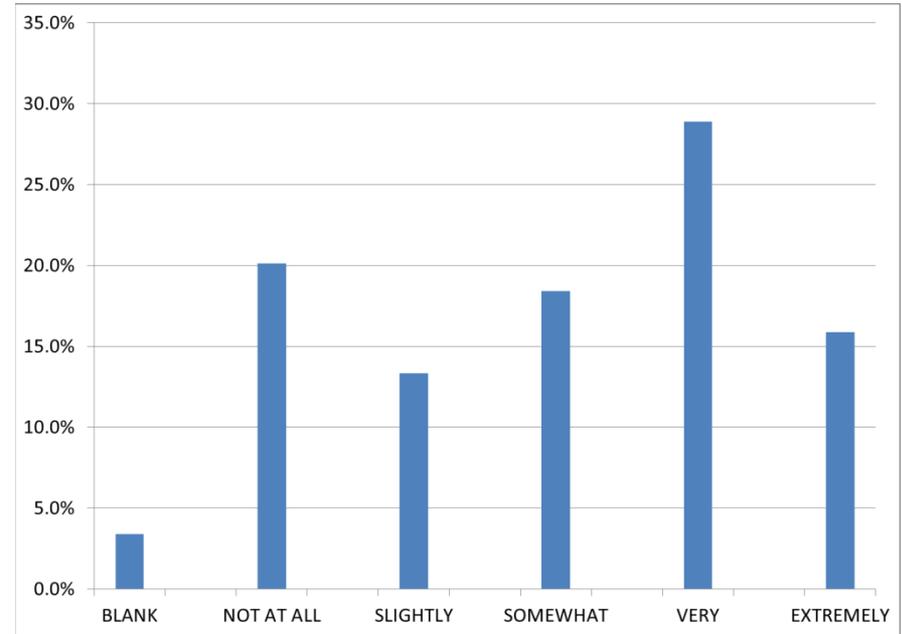
Status 26	Status 28	Total
699	353	1052

Did your counselor believe you could improve your employment

Status 26



Status 28



	Not at All	Slightly	Somewhat	Very	Extremely	Blank
Status 26	48	53	115	252	215	16
Status 28	71	47	65	102	56	12

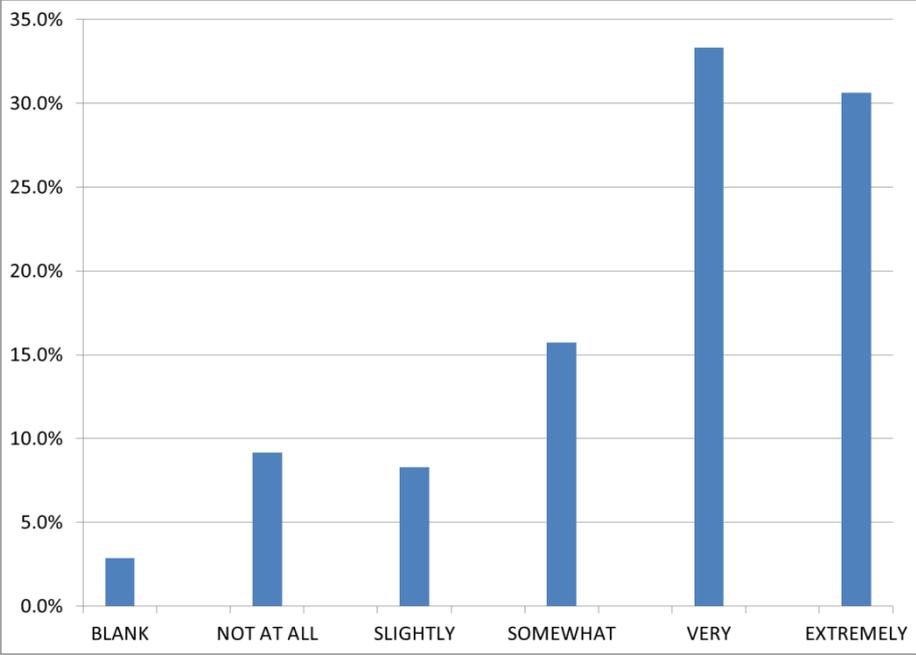
To what extent did your counselor help you believe that you could build your skills and improve your employment situation?



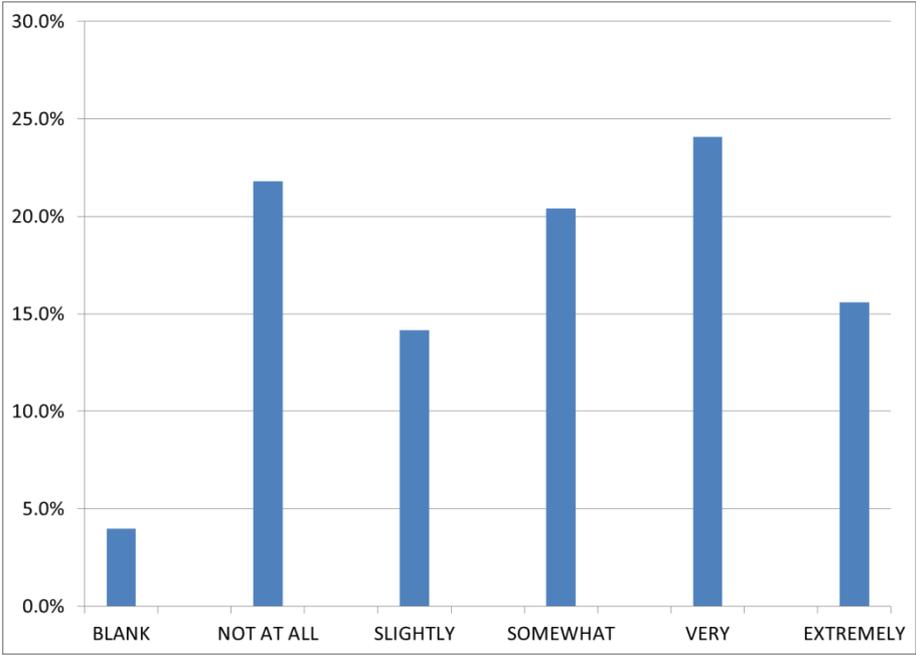
Status 26	Status 28	Total
699	353	1052

Did your counselor help you believe you could improve your employment

Status 26



Status 28



	Not at All	Slightly	Somewhat	Very	Extremely	Blank
Status 26	64	58	110	233	214	20
Status 28	77	50	72	85	55	14

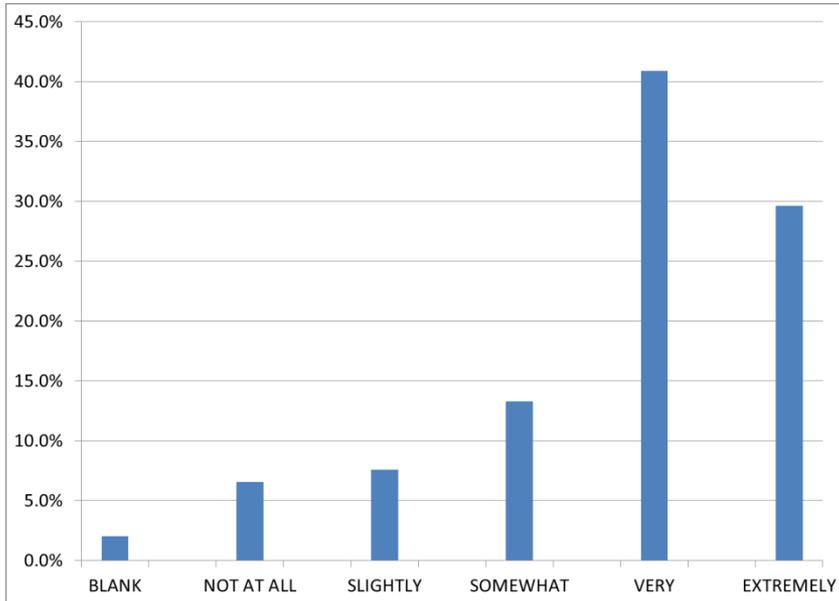
How responsive was your counselor in terms of returning your phone calls in a timely manner?



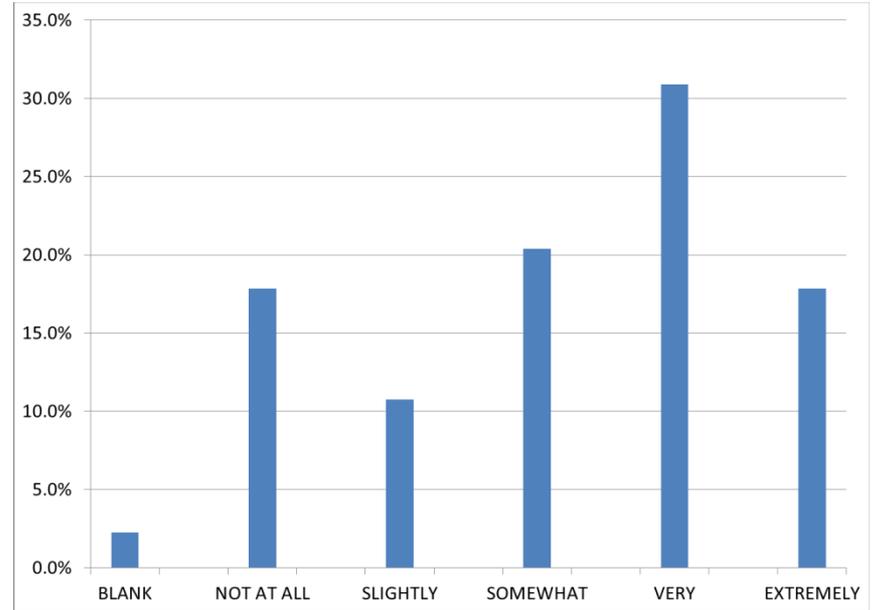
Status 26	Status 28	Total
699	353	1052

Responsiveness – Returning Calls

Status 26



Status 28



	Not at All	Slightly	Somewhat	Very	Extremely	Blank
Status 26	46	53	93	286	207	14
Status 28	63	38	72	109	63	8

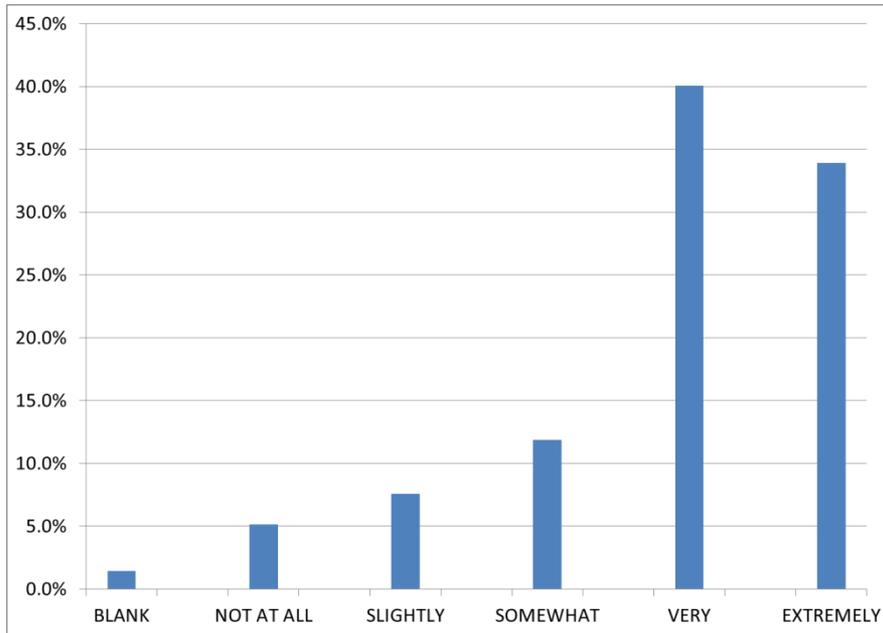
How responsive was your counselor in terms of listening to your concerns and needs?



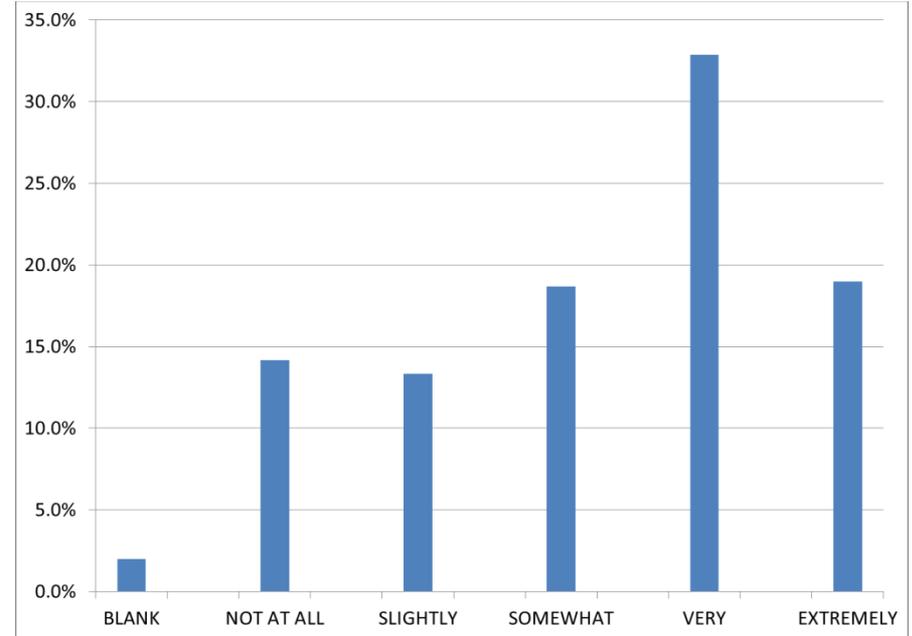
Status 26	Status 28	Total
699	353	1052

Responsiveness – Listening to Your Concerns

Status 26



Status 28



	Not at All	Slightly	Somewhat	Very	Extremely	Blank
Status 26	36	53	83	280	237	10
Status 28	50	47	66	116	67	7

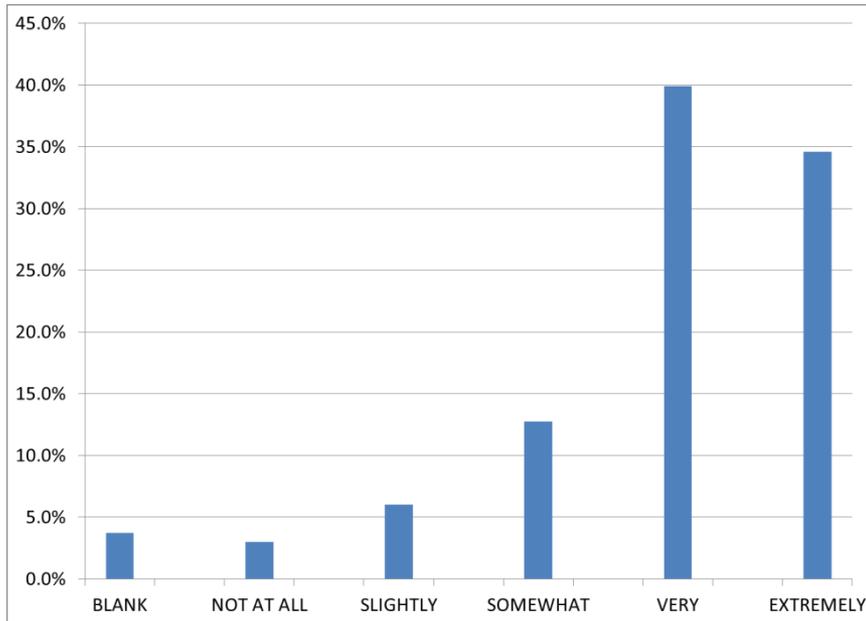
How responsive was your counselor in terms of answering your questions?



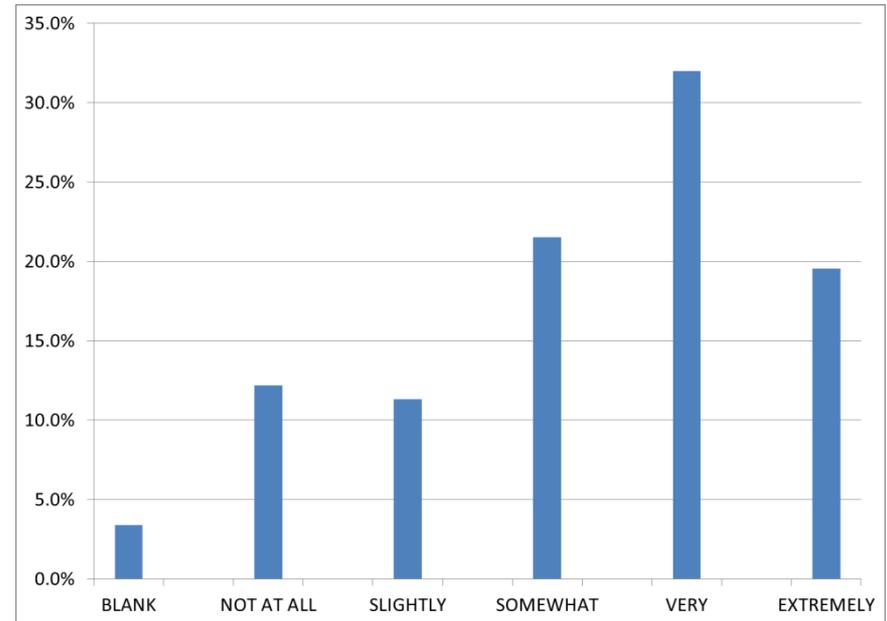
Status 26	Status 28	Total
699	353	1052

Responsiveness – Answering Your Questions

Status 26



Status 28



	Not at All	Slightly	Somewhat	Very	Extremely	Blank
Status 26	21	42	89	279	242	26
Status 28	43	40	76	113	69	12

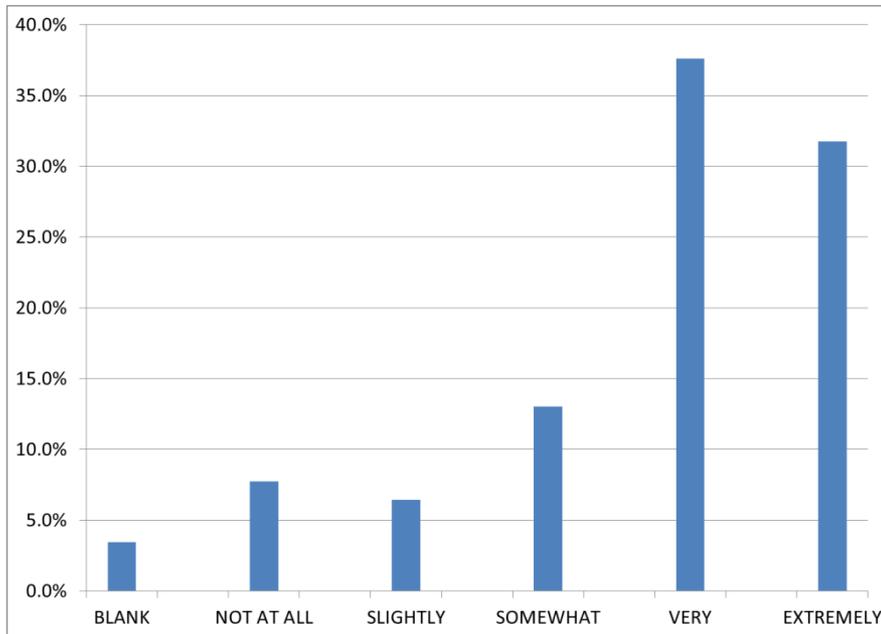
How responsive was your counselor in terms of understanding the problems you face?



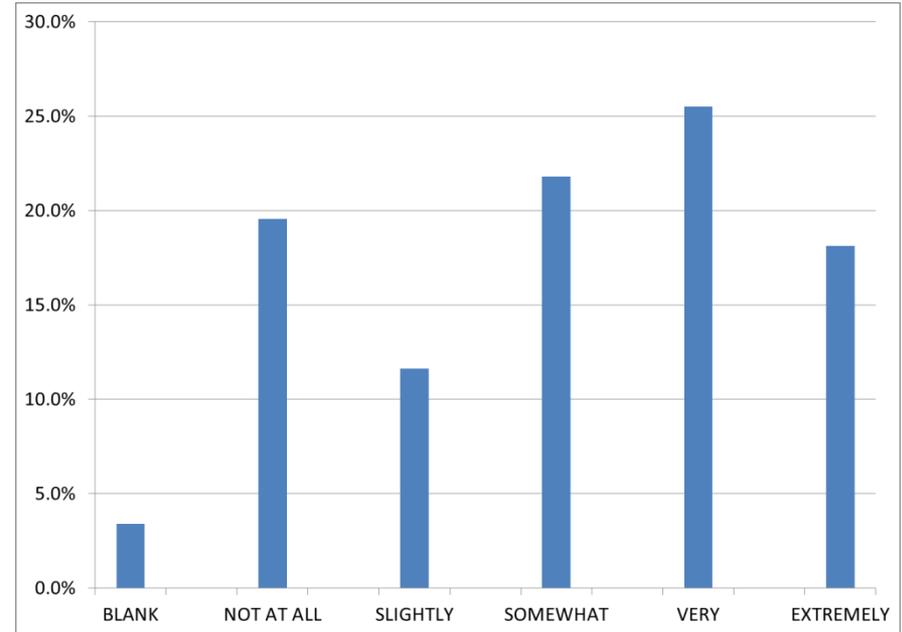
Status 26	Status 28	Total
699	353	1052

Responsiveness – Understanding Your Problems

Status 26



Status 28



	Not at All	Slightly	Somewhat	Very	Extremely	Blank
Status 26	54	45	91	263	222	24
Status 28	69	41	77	90	64	12

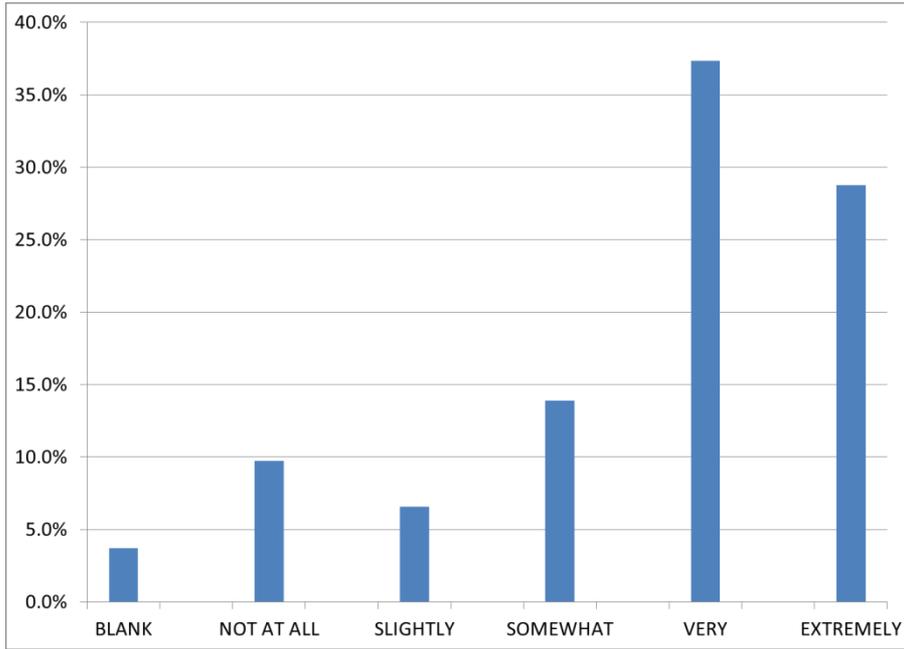
How responsive was your counselor in terms of dealing with your complaints or concerns about services?



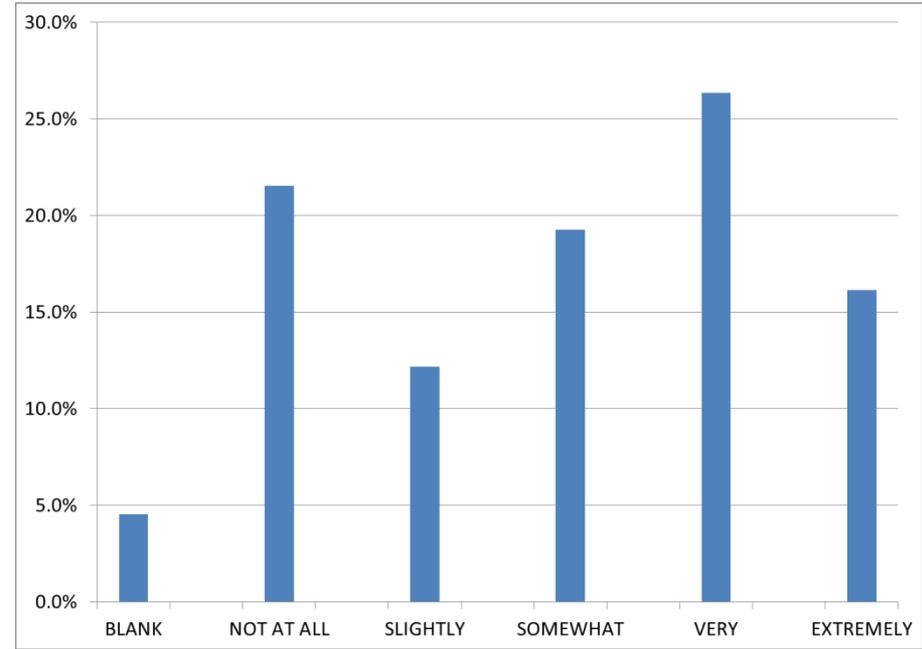
Status 26	Status 28	Total
699	353	1052

Responsiveness – Dealing with Your Complaints/Concerns

Status 26



Status 28



	Not at All	Slightly	Somewhat	Very	Extremely	Blank
Status 26	68	46	97	261	201	26
Status 28	76	43	68	93	57	16

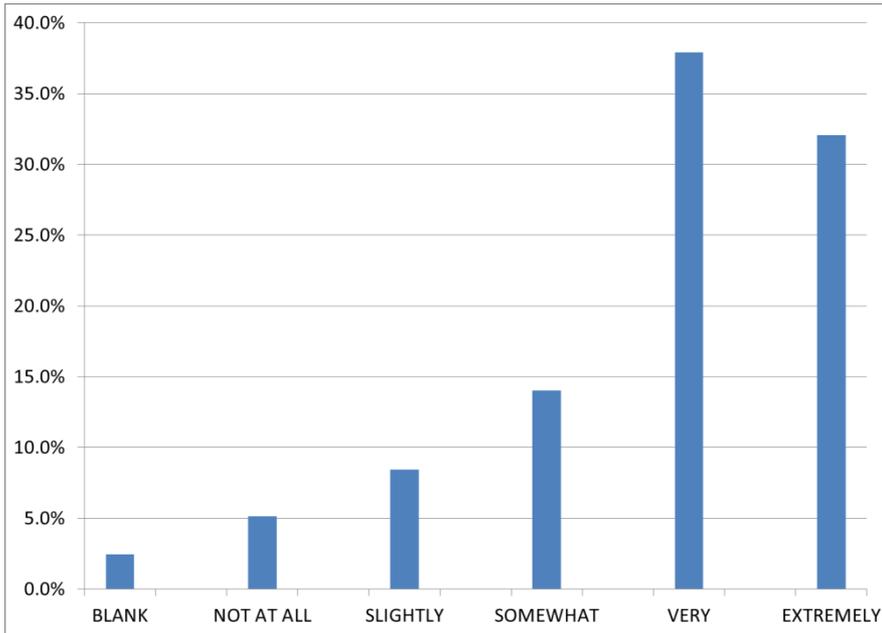
How responsive was your counselor in terms of willing to see you as often as you felt it was necessary?



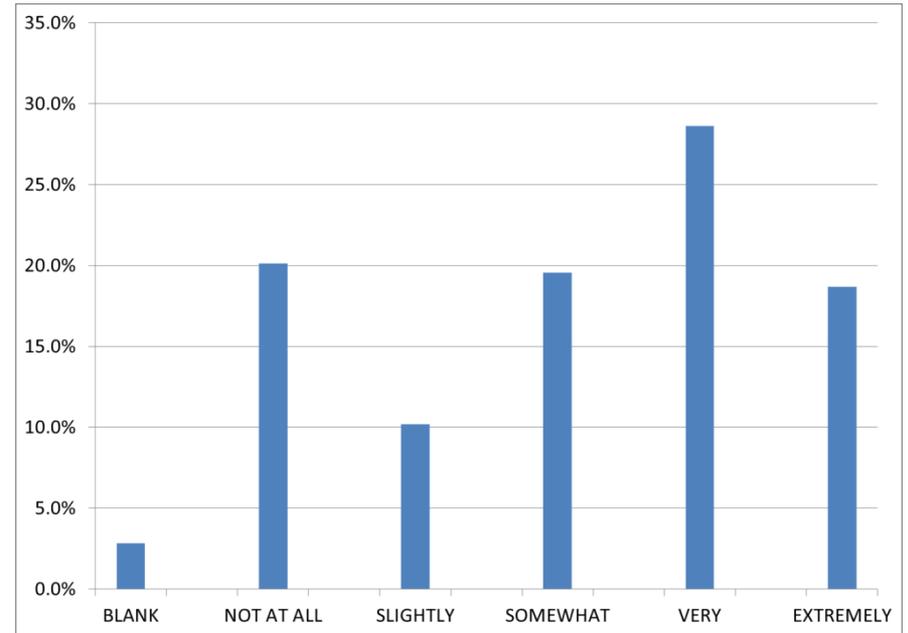
Status 26	Status 28	Total
699	353	1052

Responsiveness – Willing to See You

Status 26



Status 28



	Not at All	Slightly	Somewhat	Very	Extremely	Blank
Status 26	36	59	98	265	224	17
Status 28	71	36	69	101	66	10

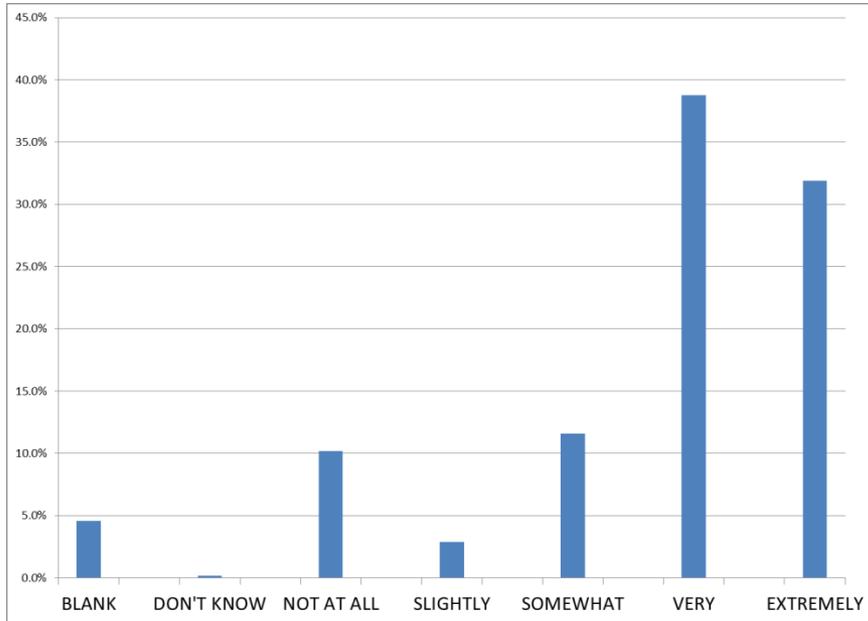
How sensitive was your counselor to your cultural background, race, religion, language, and other factors?



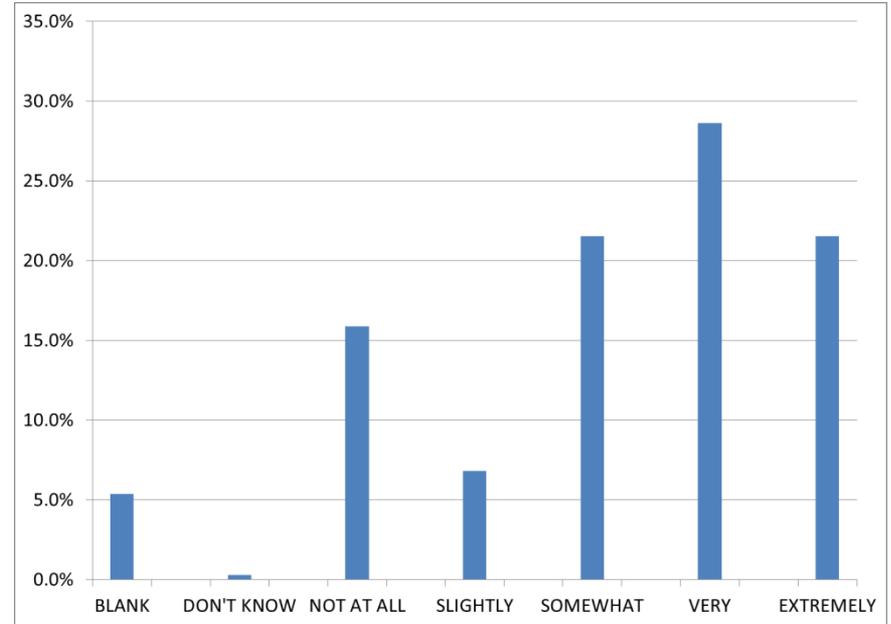
Status 26	Status 28	Total
699	353	1052

Sensitivity to Cultural Background, Race, Religion, Language and Other

Status 26



Status 28



	Don't Know	Not at All	Slightly	Somewhat	Very	Extremely	Blank
Status 26	1	71	20	81	271	223	32
Status 28	1	56	24	76	101	76	19

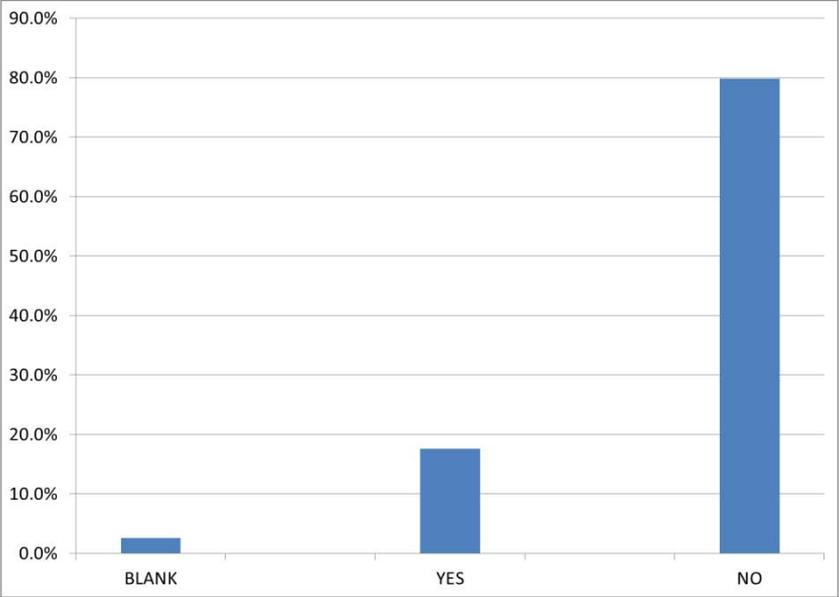
Did you ever have a disagreement over any services during the time you worked with dvr?



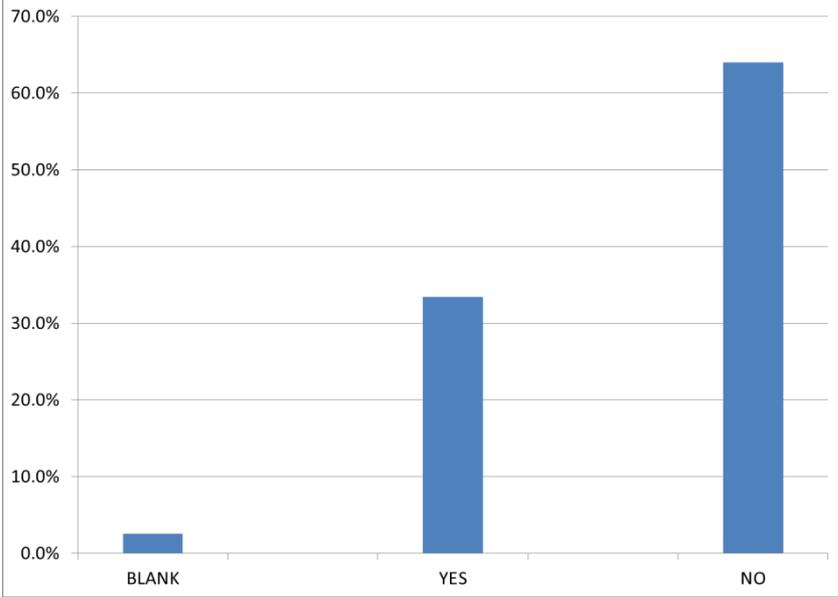
Status 26	Status 28	Total
699	353	1052

Disagreement Over Services While You Worked With DVR

Status 26



Status 28



	Yes	No	Blank
Status 26	123	558	18
Status 28	118	226	9

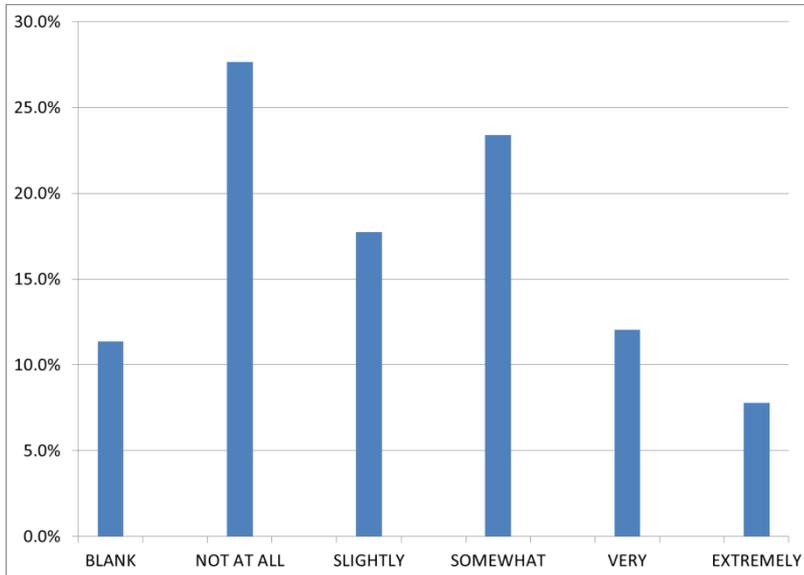
How satisfied were you with your ability to work with DVR to resolve differences of opinion about you plan for employment?



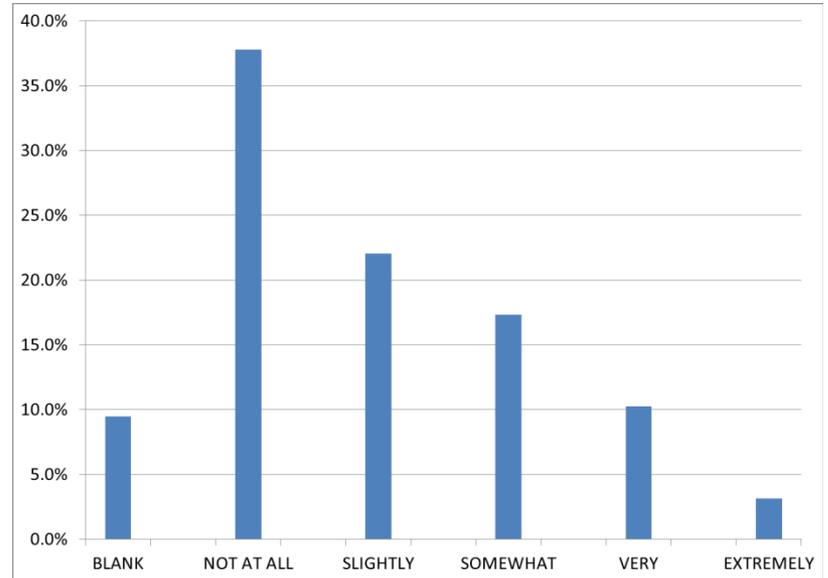
Status 26	Status 28	Total
141	127	268

Ability to Resolve Differences

Status 26



Status 28



	Not at All	Slightly	Somewhat	Very	Extremely	Blank
Status 26	39	25	33	17	11	16
Status 28	48	28	22	13	4	12

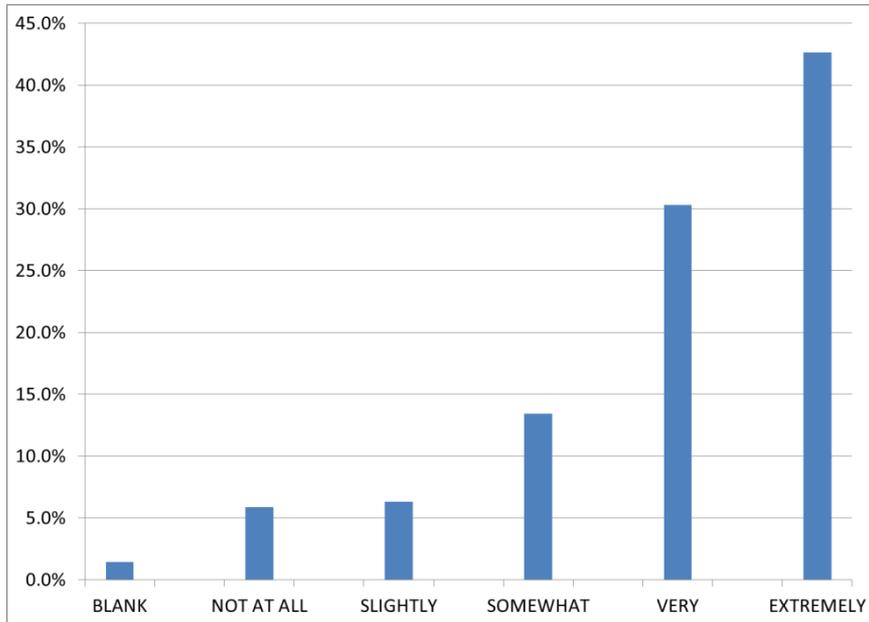
How likely are you to recommend DVR to another person with disabilities?



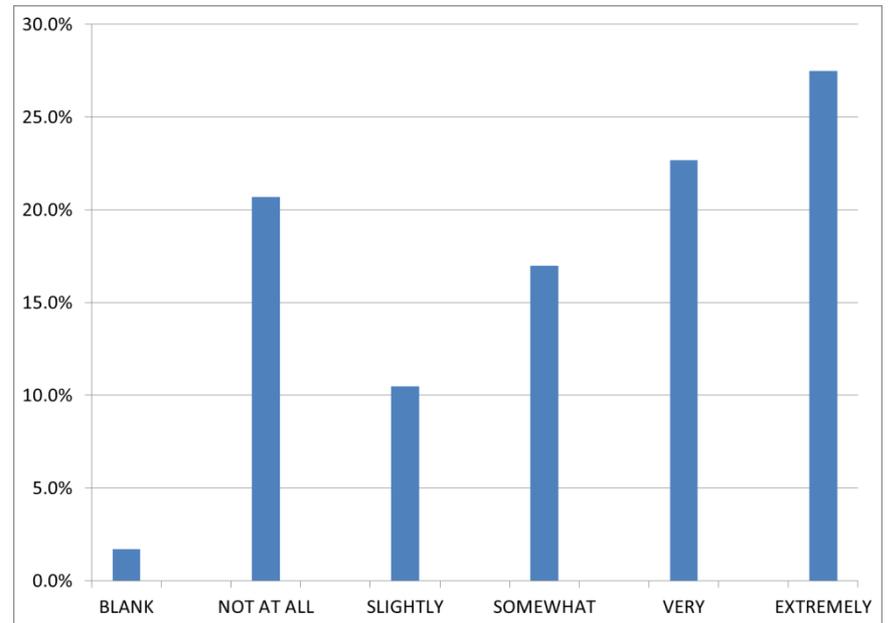
Status 26	Status 28	Total
699	353	1052

Recommend DVR

Status 26



Status 28



	Not at All	Slightly	Somewhat	Very	Extremely	Blank
Status 26	41	44	94	212	298	10
Status 28	73	37	60	80	97	6