

Statewide Consumer Satisfaction Survey Results - January of 2009

285 Total Responses

My counselor and I have a good working relationship.	Strongly Agree	%	Agree	%	No Opinion N/A	%	Disagree	%	Strongly Disagree	%	Total Responses Statewide
WDA 1	38	72%	9	17%	3	6%	2	4%	1	2%	53
WDA 2	8	47%	7	41%	1	6%	0	0%	1	6%	17
WDA 3	4	31%	7	54%	1	8%	0	0%	1	8%	13
WDA 4	17	59%	10	34%	1	3%	0	0%	1	3%	29
WDA 5	15	43%	18	51%	1	3%	0	0%	1	3%	35
WDA 6	7	64%	3	27%	1	9%	0	0%	0	0%	11
WDA 7	33	60%	13	24%	6	11%	1	2%	2	4%	55
WDA 8	4	27%	8	53%	1	7%	2	13%	0	0%	15
WDA 9	14	39%	13	36%	4	11%	2	6%	3	8%	36
WDA 10	2	40%	2	40%	0	0%	1	20%	0	0%	5
WDA 11	7	44%	7	44%	1	6%	1	6%	0	0%	16
Total All WDA's	149	52%	97	34%	20	7%	9	3%	10	4%	285

DVR staff are available to help me when needed.	Strongly Agree	%	Agree	%	No Opinion N/A	%	Disagree	%	Strongly Disagree	%	Total Responses Statewide
WDA 1	33	62%	14	26%	4	8%	1	2%	1	2%	53
WDA 2	9	50%	7	39%	1	6%	1	6%	0	0%	18
WDA 3	4	33%	6	50%	1	8%	1	8%	0	0%	12
WDA 4	16	55%	11	38%	1	3%	0	0%	1	3%	29
WDA 5	17	47%	17	47%	1	3%	0	0%	1	3%	36
WDA 6	5	45%	4	36%	2	18%	0	0%	0	0%	11
WDA 7	27	49%	19	35%	5	9%	2	4%	2	4%	55
WDA 8	4	27%	9	60%	0	0%	1	7%	1	7%	15
WDA 9	15	41%	11	30%	4	11%	4	11%	3	8%	37
WDA 10	3	60%	0	0%	0	0%	0	0%	2	40%	5
WDA 11	3	21%	8	57%	1	7%	2	14%	0	0%	14
Total All WDA's	136	48%	106	37%	20	7%	12	4%	11	4%	285

DVR staff have treated me with dignity and respect.	Strongly Agree	%	Agree	%	No Opinion N/A	%	Disagree	%		%		Total Responses Statewide
WDA 1	40	75%	9	17%	1	2%	3	6%				53
WDA 2	11	65%	5	29%	1	6%	0	0%				17
WDA 3	6	50%	5	42%	1	8%	0	0%				12
WDA 4	20	71%	7	25%	1	4%	0	0%				28
WDA 5	22	63%	11	31%	2	6%	0	0%				35
WDA 6	7	64%	3	27%	1	9%	0	0%				11
WDA 7	32	59%	18	33%	3	6%	1	2%				54
WDA 8	5	33%	8	53%	0	0%	2	13%				15
WDA 9	19	58%	12	36%	1	3%	1	3%				33
WDA 10	2	40%	2	40%	0	0%	1	20%				5
WDA 11	8	53%	5	33%	1	7%	1	7%				15
Total All WDA's	172	62%	85	31%	12	4%	9	3%				278

My complaints (if any) were handled promptly and satisfactorily.	Strongly Agree	%	Agree	%	No Opinion N/A	%	Disagree	%	Strongly Disagree	%	Total Responses Statewide
WDA 1	29	55%	10	19%	11	21%	3	6%	0	0%	53
WDA 2	8	44%	5	28%	4	22%	1	6%	0	0%	18
WDA 3	3	25%	4	33%	4	33%	0	0%	1	8%	12
WDA 4	10	37%	10	37%	6	22%	0	0%	1	4%	27
WDA 5	12	35%	16	47%	6	18%	0	0%	0	0%	34
WDA 6	6	55%	1	9%	4	36%	0	0%	0	0%	11
WDA 7	20	38%	15	29%	14	27%	1	2%	2	4%	52
WDA 8	2	13%	8	53%	3	20%	2	13%	0	0%	15
WDA 9	13	36%	10	28%	9	25%	2	6%	2	6%	36
WDA 10	1	20%	1	20%	2	40%	0	0%	1	20%	5
WDA 11	2	13%	7	47%	5	33%	1	7%	0	0%	15
Total All WDA's	106	38%	87	31%	68	24%	10	4%	7	3%	278

I would recommend DVR services to a friend with a disability.	Strongly Agree	%	Agree	%	No Opinion N/A	%	Disagree	%	Strongly Disagree	%	Total Responses Statewide
WDA 1	38	72%	11	21%	4	8%	0	0%	0	0%	53
WDA 2	12	67%	5	28%	0	0%	0	0%	1	6%	18
WDA 3	6	50%	6	50%	0	0%	0	0%	0	0%	12
WDA 4	21	72%	7	24%	0	0%	0	0%	1	3%	29
WDA 5	17	49%	15	43%	2	6%	0	0%	1	3%	35
WDA 6	7	64%	2	18%	2	18%	0	0%	0	0%	11
WDA 7	33	60%	15	27%	3	5%	1	2%	3	5%	55
WDA 8	7	47%	5	33%	2	13%	0	0%	1	7%	15
WDA 9	19	54%	6	17%	4	11%	4	11%	2	6%	35
WDA 10	2	40%	1	20%	0	0%	1	20%	1	20%	5
WDA 11	8	53%	5	33%	1	7%	1	7%	0	0%	15
Total All WDA's	170	60%	78	28%	18	6%	7	2%	10	4%	283

I know that the reason for DVR services is to help me find a job.	Agree	%	Unsure	%	Disagree	%					Total Responses Statewide
WDA 1	48	92%	4	8%	0	0%					52
WDA 2	16	89%	1	6%	1	6%					18
WDA 3	11	92%	1	8%	0	0%					12
WDA 4	27	93%	1	3%	1	3%					29
WDA 5	29	88%	4	12%	0	0%					33
WDA 6	10	100%	0	0%	0	0%					10
WDA 7	49	92%	3	6%	1	2%					53
WDA 8	15	100%	0	0%	0	0%					15
WDA 9	31	89%	3	9%	1	3%					35
WDA 10	4	100%	0	0%	0	0%					4
WDA 11	14	93%	1	7%	0	0%					15
Total All WDA's	254	92%	18	7%	4	1%					276

How quickly have DVR Staff returned your phone calls?	Very Quickly	%	Quickly	%	Slowly	%	Very Slowly	%			Total Responses Statewide
WDA 1	29	56%	19	37%	3	6%	1	2%			52
WDA 2	6	33%	10	56%	1	6%	1	6%			18
WDA 3	4	33%	5	42%	2	17%	1	8%			12
WDA 4	15	50%	11	37%	3	10%	1	3%			30
WDA 5	8	24%	20	59%	4	12%	2	6%			34
WDA 6	5	45%	5	45%	1	9%	0	0%			11
WDA 7	22	42%	26	49%	3	6%	2	4%			53
WDA 8	2	13%	7	47%	4	27%	2	13%			15
WDA 9	14	40%	12	34%	4	11%	5	14%			35
WDA 10	2	40%	1	20%	0	0%	2	40%			5
WDA 11	2	13%	9	60%	2	13%	2	13%			15
Total All WDA's	109	39%	125	45%	27	10%	19	7%			280

How quickly have DVR Staff scheduled appointments?	Very Quickly	%	Quickly	%	Slowly	%	Very Slowly	%			Total Responses Statewide
WDA 1	29	57%	16	31%	5	10%	1	2%			51
WDA 2	9	53%	5	29%	3	18%	0	0%			17
WDA 3	3	25%	6	50%	2	17%	1	8%			12
WDA 4	16	59%	9	33%	1	4%	1	4%			27
WDA 5	10	30%	17	52%	5	15%	1	3%			33
WDA 6	5	45%	6	55%	0	0%	0	0%			11
WDA 7	21	40%	26	49%	3	6%	3	6%			53
WDA 8	5	33%	6	40%	2	13%	2	13%			15
WDA 9	14	39%	13	36%	3	8%	6	17%			36
WDA 10	2	40%	1	20%	0	0%	2	40%			5
WDA 11	5	33%	8	53%	2	13%	0	0%			15
Total All WDA's	125	45%	113	41%	26	9%	17	6%			275

I was involved in choosing my vocational Goal?	Stongly Agree	%	Agree	%	No Opinion	%	Disagree	%	Strongly Disagree	%	Total Responses Statewide
WDA 1	35	66%	14	26%	3	6%	1	2%	0	0%	53
WDA 2	11	65%	5	29%	1	6%	0	0%	0	0%	17
WDA 3	6	50%	5	42%	1	8%	0	0%	0	0%	12
WDA 4	16	55%	11	38%	1	3%	1	3%	0	0%	29
WDA 5	14	45%	13	42%	3	10%	1	3%	0	0%	31
WDA 6	6	55%	5	45%	0	0%	0	0%	0	0%	11
WDA 7	25	45%	24	43%	5	9%	1	2%	1	2%	56
WDA 8	5	36%	7	50%	2	14%	0	0%	0	0%	14
WDA 9	15	42%	14	39%	4	11%	2	6%	1	3%	36
WDA 10	2	40%	2	40%	1	20%	0	0%	0	0%	5
WDA 11	7	47%	8	53%	0	0%	0	0%	0	0%	15
Total All WDA's	142	51%	108	39%	21	8%	6	2%	2	0.7%	279

I was involved in choosing the services provided in my rehabilitation plan?	Strongly Agree	%	Agree	%	No Opinion	%	Disagree	%	Strongly Disagree	%	Total Responses Statewide
WDA 1	35	66%	14	26%	4	8%	0	0%	0	0%	53
WDA 2	9	53%	6	35%	1	6%	1	6%	0	0%	17
WDA 3	5	42%	5	42%	2	17%	0	0%	0	0%	12
WDA 4	13	45%	13	45%	2	7%	0	0%	1	3%	29
WDA 5	11	35%	15	48%	5	16%	0	0%	0	0%	31
WDA 6	6	55%	3	27%	2	18%	0	0%	0	0%	11
WDA 7	23	42%	23	42%	4	7%	4	7%	1	2%	55
WDA 8	5	36%	6	43%	2	14%	0	0%	1	7%	14
WDA 9	14	39%	11	31%	8	22%	3	8%	0	0%	36
WDA 10	1	20%	4	80%	0	0%	0	0%	0	0%	5
WDA 11	5	33%	10	67%	0	0%	0	0%	0	0%	15
Total All WDA's	127	46%	110	40%	30	11%	8	3%	3	1%	278

I was involved in choosing the agency which provided services in my rehabilitation plan?	Strongly Agree	%	Agree	%	No Opinion	%	Disagree	%	Strongly Disagree	%	Total Responses Statewide
WDA 1	34	64%	12	23%	6	11%	1	2%	0	0%	53
WDA 2	7	41%	6	35%	3	18%	1	6%	0	0%	17
WDA 3	4	33%	5	42%	2	17%	0	0%	1	8%	12
WDA 4	13	45%	11	38%	4	14%	0	0%	1	3%	29
WDA 5	9	29%	14	45%	7	23%	0	0%	1	3%	31
WDA 6	6	55%	4	36%	0	0%	1	9%	0	0%	11
WDA 7	20	36%	23	42%	8	15%	3	5%	1	2%	55
WDA 8	5	36%	5	36%	3	21%	0	0%	1	7%	14
WDA 9	15	42%	10	28%	7	19%	2	6%	2	6%	36
WDA 10	1	20%	3	60%	1	20%	0	0%	0	0%	5
WDA 11	5	31%	9	56%	1	6%	1	6%	0	0%	16
Total All WDA's	119	43%	102	37%	42	15%	9	3%	7	3%	279

Services received so far have been satisfactory.	Strongly Agree	%	Agree	%	No Opinion	%	Disagree	%	Strongly Disagree	%	Total Responses Statewide
WDA 1	35	66%	13	25%	4	8%	0	0%	1	2%	53
WDA 2	8	47%	8	47%	0	0%	0	0%	1	6%	17
WDA 3	5	38%	7	54%	0	0%	1	8%	0	0%	13
WDA 4	13	45%	13	45%	1	3%	1	3%	1	3%	29
WDA 5	12	39%	12	39%	3	10%	3	10%	1	3%	31
WDA 6	6	55%	3	27%	1	9%	1	9%	0	0%	11
WDA 7	27	50%	19	35%	4	7%	2	4%	2	4%	54
WDA 8	5	33%	7	47%	1	7%	1	7%	1	7%	15
WDA 9	13	35%	10	27%	3	8%	5	14%	6	16%	37
WDA 10	1	20%	2	40%	1	20%	0	0%	1	20%	5
WDA 11	4	27%	6	40%	3	20%	1	7%	1	7%	15
Total All WDA's	129	46%	100	36%	21	8%	15	5%	15	5%	280

My plan for finding and keeping a job is moving at a satisfactory pace?	Agree	%	Unsure	%	Disagree	%					Total Responses Statewide
WDA 1	33	65%	12	24%	6	12%					51
WDA 2	13	76%	4	24%	0	0%					17
WDA 3	7	58%	3	25%	2	17%					12
WDA 4	18	62%	7	24%	4	14%					29
WDA 5	18	60%	9	30%	3	10%					30
WDA 6	7	70%	2	20%	1	10%					10
WDA 7	33	61%	15	28%	6	11%					54
WDA 8	8	57%	3	21%	3	21%					14
WDA 9	21	60%	7	20%	7	20%					35
WDA 10	2	50%	1	25%	1	25%					4
WDA 11	7	54%	4	31%	2	15%					13
Total All WDA's	167	62%	67	25%	35	13%					269