**Customer Satisfaction Survey Results - Quarter 2 FFY 2020 (1/1/20 - 3/31/20)**

During the second quarter of Federal Fiscal Year 2020 there were 4,654 closure letters generated that included a link to the customer satisfaction survey. Those cases with email addresses, 2,782, also received an automated email message with the toll-free number and survey link encouraging participants to share their experiences with receiving services from Opportunities for Ohioans with Disabilities. From those efforts, there were 169 respondents with the following results:

## **Question 1 -** My current zip code (not graphed)

## **Question 2 -** My current disability (Answered 168)

* Intellectual and Learning 22%
* Auditory and Communicative 21%
* Physical 24%
* Psychosocial and Psychological 35%
* Visual 13%
* Other 19%

## **Question 3 -** My age range (Answered 169)

* 14-24 26%
* 25-34 18%
* 35-44 15%
* 45-54 16%
* 55-64 17%
* 65 and over 8%

## **Question 4 -** It was easy for me to get to the OOD office, to move around in the office and to get in and out of the office. (Answered 168)

* Strongly Agree 45%
* Agree 26%
* Neutral 7%
* Disagree 2%
* Strongly Disagree 0%
* N/A 20%

## **Question 5 -** Materials were given to me in my preferred format (e.g. large print, interpreters provided). (Answered 168)

* Strongly Agree 52%
* Agree 30%
* Neutral 11%
* Disagree 4%
* Strongly Disagree 4%

## **Question 6 -** After my first meeting with VR Staff (my BVR/BSVI Counselor/Coordinator/Case Load Assistant), I understood clearly that employment was the goal of the VR program. (Answered 169)

* Strongly Agree 57%
* Agree 30%
* Neutral 5%
* Disagree 5%
* Strongly Disagree 3%

## **Question 7 -** VR staff were polite and professional. (Answered 169)

* Strongly Agree 66%
* Agree 19%
* Neutral 8%
* Disagree 5%
* Strongly Disagree 2%

## **Question 8 -** VR staff helped me understand the kind of services that were available to me. (Answered 168)

* Strongly Agree 58%
* Agree 21%
* Neutral 9%
* Disagree 8%
* Strongly Disagree 3%

## **Question 9 -** VR staff included me in the decisions about my case, including the services listed on the Individualized Plan for Employment (my plan). (Answered 169)

* Strongly Agree 60%
* Agree 21%
* Neutral 7%
* Disagree 8%
* Strongly Disagree 5%

## **Question 10 -** The services on my plan were provided in a timely manner. (Answered 166)

* Strongly Agree 51%
* Agree 22%
* Neutral 13%
* Disagree 4%
* Strongly Disagree 11%

## **Question 11 -** The VR services that I received helped me to become more financially independent. (Answered 166)

* Strongly Agree 34%
* Agree 26%
* Neutral 17%
* Disagree 11%
* Strongly Disagree 12%

## **Question 12 -** The services I received helped me reach my employment goal. (Answered 164)

* Strongly Agree 38%
* Agree 22%
* Neutral 18%
* Disagree 10%
* Strongly Disagree 13%

## **Question 13 -** If services did not result in an employment outcome, were you satisfied with the services that you did receive from VR staff. (Answered 155)

* Strongly Agree 42%
* Agree 23%
* Neutral 16%
* Disagree 7%
* Strongly Disagree 12%

## **Question 14 -** What additional services, if any, would have been helpful to you to reach your employment goal? (Answered 78)

* More training opportunities
* Transportation
* More help with resumes
* Increase in staff’s knowledge base regarding diffe**rent** disabilities

## **Question 15 -** I would recommend OOD to others with disabilities. (Answered 166)

* Yes 83%
* No 17%

## **Question 16 -** Please share with us any comments that you would like about your vocational rehabilitation experience. (Answered 101)

* Good experience overall, amazing program
* Highly recommend, thankful and appreciative
* Some delays in services
* More communication needed (contact, returning of phone calls, and follow up)