**Customer Satisfaction Survey Results - Quarter 3 FFY 2020 (4/1/20 - 6/30/20)**

During the third quarter of Federal Fiscal Year 2020 there were 2,621 closure letters generated that included a link to the customer satisfaction survey. Those cases with email addresses, 1,786, also received an automated email message with the toll-free number and survey link encouraging participants to share their experiences with receiving Vocational Rehabilitation Services from Opportunities for Ohioans with Disabilities. From those efforts, there were 118 respondents with the following results:

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

## **Question 2 -** My current disability (Answered 118)

* Intellectual and Learning 25%
* Auditory and Communicative 23%
* Physical 33%
* Psychosocial and Psychological 19%
* Visual 13%
* Other 19%

## **Question 3 -** My age range (Answered 118)

* 14-24 19%
* 25-34 18%
* 35-44 17%
* 45-54 19%
* 55-64 22%
* 65 and over 6%

## **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 118)

* Strongly Agree 42%
* Agree 28%
* Neutral 3%
* Disagree 3%
* Strongly Disagree 1%
* N/A 24%

## **Question 5 -** Materials were given to me in my preferred format (e.g. large print, interpreters provided). (Answered 118)

* Strongly Agree 55%
* Agree 27%
* Neutral 14%
* Disagree 2%
* Strongly Disagree 3%

## **Question 6 -** After my first meeting with my Counselor, Coordinator or Caseload Assistant, I understood clearly that employment was the goal of the VR program. (Answered 117)

* Strongly Agree 63%
* Agree 26%
* Neutral 7%
* Disagree 3%
* Strongly Disagree 2%

## **Question 7 -** VR staff were polite and professional. (Answered 117)

* Strongly Agree 75%
* Agree 18%
* Neutral 3%
* Disagree 3%
* Strongly Disagree 1%

## **Question 8 -** VR staff helped me understand the kind of services that were available to me. (Answered 118)

* Strongly Agree 64%
* Agree 25%
* Neutral 4%
* Disagree 3%
* 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 117)

* Strongly Agree 68%
* Agree 21%
* Neutral 8%
* Disagree 1%
* Strongly Disagree 3%

## **Question 10 -** The services on my plan were provided in a timely manner. (Answered 117)

* Strongly Agree 54%
* Agree 27%
* Neutral 10%
* Disagree 6%
* Strongly Disagree 3%

## **Question 11 -** The VR services that I received helped me to become more financially independent. (Answered 117)

* Strongly Agree 44%
* Agree 26%
* Neutral 16%
* Disagree 5%
* Strongly Disagree 9%

## **Question 12 -** The services I received helped me reach my employment goal. (Answered 116)

* Strongly Agree 42%
* Agree 24%
* Neutral 17%
* Disagree 7%
* Strongly Disagree 9%

## **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 108)

* Strongly Agree 46%
* Agree 23%
* Neutral 19%
* Disagree 5%
* Strongly Disagree 6%

## **Question 14 -** What additional services, if any, would have been helpful to you to reach your employment goal? (Answered 46)

* Nothing, needs were met, everything provided
* Faster paced services

## **Question 15 -** I would recommend OOD to others with disabilities. (Answered 118)

* Yes 91%
* No 9%

## **Question 16 -** Please share with us any comments that you would like about your vocational rehabilitation experience. (Answered 55)

* Staff helpful, professional, courteous, nice, encouraging, caring, understanding, and positive
* Long process, length of time to receive services