**Customer Satisfaction Survey Results – Statewide - Quarter 4 FFY 2020 (7/1/20 - 9/30/20)**

During the fourth quarter of Federal Fiscal Year 2020 there were 4,044 closure letters generated that included a link to the customer satisfaction survey. Those cases with email addresses, 2,640, 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 147 respondents with the following results:

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

## **Question 2 -** My current disability (Answered 146)

* Intellectual and Learning 30%
* Auditory and Communicative 18%
* Physical 32%
* Psychosocial and Psychological 26%
* Visual 10%
* Other 22%

## **Question 3 -** My age range (Answered 146)

* 14-24 32%
* 25-34 14%
* 35-44 10%
* 45-54 10%
* 55-64 27%
* 65 and over 7%

## **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 146)

* Strongly Agree 35%
* Agree 23%
* Neutral 5%
* Disagree 0%
* Strongly Disagree 2%
* N/A 36%

## **Question 5 -** Materials were given to me in my preferred format (e.g. large print, interpreters provided). (Answered 146)

* Strongly Agree 47%
* Agree 34%
* Neutral 14%
* Disagree 3%
* Strongly Disagree 2%

## **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 146)

* Strongly Agree 62%
* Agree 25%
* Neutral 8%
* Disagree 1%
* Strongly Disagree 3%

## **Question 7 -** VR staff were polite and professional. (Answered 146)

* Strongly Agree 66%
* Agree 21%
* Neutral 8%
* Disagree 1%
* Strongly Disagree 5%

## **Question 8 -** VR staff helped me understand the kind of services that were available to me. (Answered 144)

* Strongly Agree 60%
* Agree 15%
* Neutral 13%
* Disagree 7%
* Strongly Disagree 6%

## **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 146)

* Strongly Agree 60%
* Agree 18%
* Neutral 8%
* Disagree 6%
* Strongly Disagree 8%

## **Question 10 -** The services on my plan were provided in a timely manner. (Answered 146)

* Strongly Agree 49%
* Agree 25%
* Neutral 12%
* Disagree 5%
* Strongly Disagree 9%

## **Question 11 -** The VR services that I received helped me to become more financially independent. (Answered 145)

* Strongly Agree 33%
* Agree 21%
* Neutral 21%
* Disagree 9%
* Strongly Disagree 17%

## **Question 12 -** The services I received helped me reach my employment goal. (Answered 145)

* Strongly Agree 38%
* Agree 17%
* Neutral 19%
* Disagree 8%
* Strongly Disagree 18%

## **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 132)

* Strongly Agree 48%
* Agree 19%
* Neutral 12%
* Disagree 8%
* Strongly Disagree 13%

## **Question 14 -** What additional services, if any, would have been helpful to you to reach your employment goal? (Answered 68)

* Transportation
* On site job observation, more career exploration, job market awareness, internships, and connections to employers
* Training

## **Question 15 -** I would recommend OOD to others with disabilities. (Answered 144)

* Yes 78%
* No 22%

## **Question 16 -** Please share with us any comments that you would like about your vocational rehabilitation experience. (Answered 87)

* Very helpful, supportive, professional, and caring staff
* Thankful, satisfied, and appreciative of services
* Frustration with time it takes, feeling nothing was getting done/no progress being made, and amount of communication