



STATE SERVICES FOR THE BLIND



**State Services for the Blind
and
The State Rehabilitation Council for the Blind
Workforce Development Unit (WFD)
Adjustment to Blindness Customer Satisfaction Survey Results
For the period of January, 2020 through July, 2020**

Table of Contents

Introduction	3
CRP's Completed Interview and Response Rate	3
Individual Vendor's Completed Interview and Response Rate	3
Overall Results for All WFD Respondents	5

Introduction

State Services for the Blind (SSB) and the State Rehabilitation Council for the Blind (SRC-B) designed a customer survey to measure the satisfaction of Adjustment to Blindness (ATB) training participants with training completed through SSB ATB vendors. Customers are chosen to be surveyed from 30 to 90 days after they have completed ATB training or when their case is closed with SSB, whichever is earlier. In the winter of 2014, SSB and the SRC-B worked to redesign the questionnaire to elicit more helpful survey responses. By fall 2017, SSB moved to just administer a WFD survey on a one-time basis. Now starting in the summer of 2019, the SSB ATB survey administration was adjusted to collect responses in-house at the Department of Employment and Economic Development (DEED) via SurveyGizmo, DEED's online survey software system.

For the 6-month period (**January 2020 through July 2020**) 60 SSB WFD customers were selected as having participated in ATB training with valid contracted vendors. Of the 60 trainees pulled from WF1, 49 had a listed email address in their contact information. For the launch of the survey, 49 of those contacts had an email address that was allowed to be sent an email invite to complete the survey. Out of these 49 initial email contacts, 46 were found valid. At the end of the process, 12 contacts completed (26%) the survey. SSB did not have a correct/valid email on 3 trainees (e.g. no email present, email was unable to load in system, email bounced/undeliverable in system, email had a technical issue connecting to a valid survey opportunity) and those contained in the survey are reported as "Invalid" in the tables below. The response status per individual vendor and CRP is shown below:

CRP's	Completed Interview	No Response	Invalid ¹	Total	Response Rate ²
Blindness Learning in New Dimensions, Inc. (BLIND, Inc.)	1	2	0	3	33%
Duluth Lighthouse for the Blind	2	6	0	8	13%
Vision Loss Resources, Inc.	3	3	0	6	33%
CRP sub-total	6	11	0	17	35%

Individual Vendors	Completed Interview	No Response	Invalid	Total	Response Rate
Debbie Bock / Hands On Tech	0	4	1	5	0%
Career Ventures	0	0	1	1	--%
Craig Bratvold / Lakes Area Technology Insight LLC	0	3	0	3	0%
Stephen Guerra / Guerra Access Technology Training LLC	0	1	0	1	0%
Kelly Jo Harrison / Harrison Resources	0	1	0	1	0%
Sam Jasmine	0	1	0	1	0%
Jean Johnson	0	1	0	1	0%
Isaac Kautto	2	0	0	2	100%
Mary Kautto	0	3	0	3	0%
Nancy Kuhlmann – K & N Kuhlmann, Inc.	1	0	0	1	100%
Sharee Marcus	0	4	0	4	0%
Ruth Ann Marsh / Marsh Orientation & Mobility Services	1	2	0	3	33%
Mary Nicklawske/ Compass Mobility	0	1	0	1	0%
Kristin Oien / Mobility Matters	0	1	0	1	0%
John Swenson-Tellekson / The Speech Gurus LLC	2	1	1	4	67%
Individual Vendor sub-total	6	23	3	32	21%
Totals	12	34	3	49	26%

For the purpose of the online study, a 50 percent response rate was deemed sufficient to yield accurate and representative vendor results. Of the above 18 vendors, none of the vendors had 5 or more completed responses and a response rate of 50 percent or more, the benchmark for inclusion within this report.

¹ Invalids are records for which the email address for the customer provided by SSB is either incorrect, unable to be loaded, bounced, undeliverable, or a technical issue is noted by the customer preventing them from completing the survey from their link.

² The response rate is determined by: the number of completed interviews divided by the total number of records minus the number of invalid records [# of completed interviews / (# of total records - # of invalid records)].

Please note that with smaller sample sizes, a single extreme opinion has more effect on the overall score than it would have on a larger sample. Additionally, lower response rates increase the likelihood that the results do not reflect the entire population.

The reader is reminded that the results of this customer survey should be reviewed taking into account several factors. First, there are a relatively small number of customers for many service providers. Also, the statistics and customer comments should be combined with other information, such as that gained from a personal tour or interview, and any other information available, in order to make the most informed choice as possible for these services.

Starting in late 2019, a novel coronavirus which became known as COVID-19, causing severe respiratory symptoms, began spreading in the United States. A national emergency was declared in March 2020, and states began implementing orders to stay home and practice social distancing. As of March 16, 2020, SSB staff began providing services remotely and on Friday, March 27, the Governor issued statewide "Stay at Home" order went into effect. The order was extended to May 4, and then May 18. As of May 18 the Governor issued a "Safe at Home" order through June 9, 2020. Due to this context, many vendors have been unable to provide services to SSB customers in person, have chosen not to provide any services, or have continued providing services using alternative methods (including virtually) when appropriate. The reader should be aware the results of this customer survey will be affected by the disruption in ATB training services due to COVID-19.

Overall Results for ALL WFD Respondents

1. First, did you complete your training with *[fill provider]*?

Responses	Jan20-Jul20
Yes	36%
No, never started the training	9%
No, dropped out of training	18%
No, I'm still in training	36%
DK/Refused	0%
N Size	11

Q1a. Could you tell me why you were not able to start the training?

Q1b. Could you tell me why you were not able to complete the training?

- COVID virus.
- Medical Conditions many appointments to Mayo Heart and Cancer related.
- A combination of medical issues, the pandemic and feeling uncomfortable with an instructor.
- COVID has made it difficult to carry a steady schedule. We are still planning trainings moving forward.
- I didn't find myself using the things that I was learning on a daily basis, so I would often forget what I learned. Especially when it came to excel or more technical processes. I dropped out. That being said, I did learn a lot, and the training was and still remains a valuable skill.

2. Did you attend the training full-time or part-time? Full-time is 30 or more hours per week and part-time is less than 30 hours per week.

Responses	Jan20-Jul20
Full-time (30 or more hours per week)	25%
Part-time (less than 30 hours per week)	75%
DK/Refused	0%
N Size	4

3. To what degree do you feel the training you received was tailored to your particular needs? Do you feel it was very well tailored, somewhat tailored, or not tailored to your needs?

Responses	Jan20-Jul20
Very well-tailored	75%
Somewhat tailored	25%
Not tailored	0%
DK/Refused	0%
N Size	4

4. How often do you feel you were treated respectfully during the training? Do you think you were treated with respect all of the time, much of the time, only some of the time, or never?

Responses	Jan20-Jul20
All the time	75%
Much of the time	25%
Only some of the time	0%
Never	0%
DK/Refused	0%
N Size	4

5. How was the pace of the training? Would you say the pace was way too fast, a little too fast, just right, a little too slow, or way too slow?

Responses	Jan20-Jul20
Too fast	0%
A little too fast	0%
Just right	100%
A little too slow	0%
Way too slow	0%
DK/Refused	0%
N Size	4

6. Did you receive training in traveling? This could include using buses, using a white cane, or planning a shopping trip? [*Prompt if needed:* Sometimes this is called Orientation and Mobility, or Travel Training].

Responses	Jan20-Jul20
Yes	75%
No	25%
DK/Refused	0%
N Size	4

7. To what degree did you feel safe during this training? Did you feel very safe, somewhat safe, or not safe?

Responses	Jan20-Jul20
Very safe	50%
Somewhat safe	0%
Not safe	0%
DK/Refused	50%
N Size	2

8. Compared to before you received training, do you feel more or less confident traveling by yourself to unfamiliar places at any time of the day or night? Do you feel much more confident, somewhat more confident, about the same, or less confident?

Responses	Jan20-Jul20
Much more confident	0%
Somewhat more confident	100%
About the same	0%
Less confident	0%
DK/Refused	0%
N Size	1

9. Did you receive training in daily living skills such as preparing food and house cleaning? *[Prompt if needed: This might have been called Techniques of Daily Living.]*

Responses	Jan20-Jul20
Yes	25%
No	75%
DK/Refused	0%
N Size	4

10. Compared to before you received training, do you feel more or less confident cooking food in your home? Do you feel much more confident, somewhat more confident, about the same, or less confident?

Responses	Jan20-Jul20
Much more confident	0%
Somewhat more confident	0%
About the same	100%
Less confident	0%
DK/Refused	0%
N Size	1

11. Did you receive training in how to use a computer keyboard?

Responses	Jan20-Jul20
Yes	50%
No	25%
DK/Refused	25%
N Size	1

12. Compared to before you received training, do you feel more or less confident when you need to type something? Do you feel much more confident, somewhat more confident, about the same, or less confident?

Responses	Jan20-Jul20
Much more confident	0%
Somewhat more confident	100%
About the same	0%
Less confident	0%
DK/Refused	0%
N Size	1

13. Did you receive training in the use of technology or software, such as using a computer or computer programs, a Braille note-taking device, or Apple products like the IPAD or iPhone?

Responses	Jan20-Jul20
Yes	75%
No	25%
DK/Refused	0%
N Size	4

14. Compared to before you received this training, do you feel more or less confident, using this technology? Do you feel much more confident, somewhat more confident, about the same, or less confident?

Responses	Jan20-Jul20
Much more confident	50%
Somewhat more confident	50%
About the same	0%
Less confident	0%
DK/Refused	0%
N Size	2

15. Did you receive training in Braille?

Responses	Jan20-Jul20
Yes	0%
No	100%
DK/Refused	0%
N Size	3

16. Compared to before you received this training, are you reading Braille materials more or less often? Are you reading much more often, somewhat more often, about the same, or less often?

Responses	Jan20-Jul20
Much more often	0%
Somewhat more often	0%
About the same	0%
Less often	0%
<i>Too soon to know</i>	0%
DK/Refused	0%
N Size	0

17. Compared to before you received this training, are you writing Braille more or less often? Are you writing much more often, somewhat more often, about the same, or less often?

Responses	Jan20-Jul20
Much more often	0%
Somewhat more often	0%
About the same	0%
Less often	0%
<i>Too soon to know</i>	0%
DK/Refused	0%
N Size	0

18. Overall, to what degree do you feel the training you received was practical for everyday use? Was it very practical, somewhat practical, or not practical?

Responses	Jan20-Jul20
Very practical	50%
Somewhat practical	50%
Not practical	0%
DK/Refused	0%
N Size	4

19. Compared to before you received training, are you going to social activities like club meetings or visiting friends more or less often? Are you going out much more often, somewhat more often, about the same, or less often? [Or, too soon to know]

Responses	Jan20-Jul20
Much more often	0%
Somewhat more often	0%
About the same	75%
Less often	0%
<i>Too soon to know</i>	25%
DK/Refused	0%
N Size	4

20. Compared to before you received training, do you feel more or less comfortable talking about your vision loss with family and friends? Do you feel much more comfortable, somewhat more comfortable, about the same, or less comfortable?

Responses	Jan20-Jul20
Much more comfortable	0%
Somewhat more comfortable	25%
About the same	75%
Less comfortable	0%
DK/Refused	0%
N Size	4

21. When you think back on your training, what part do you think was most valuable to you and why was it valuable?

- Learning how to cross streets safely.
- The opportunity to work with instructors and learn essential life skills, especially in the areas of Orientation and Mobility and Independent living.

22. What part of the training do you think was of least use to you?

- I had entered the program demonstrating proficient technology skills, so much of the training in this area was not required for me.

23. Was there anything you would have liked to have learned during the training that was not covered?

- No

24. Finally, would you recommend this trainer to others? Would you definitely recommend, probably recommend, or not recommend this trainer to others?

Responses	Jan20-Jul20
Definitely recommend	67%
Probably recommend	33%
Not recommend	0%
DK/Refused	0%
N Size	3