



STATE SERVICES FOR THE BLIND



**State Services for the Blind
and
The State Rehabilitation Council for the Blind**

**Workforce Development Unit (WDU)
Adjustment to Blindness Customer Satisfaction Survey Results
For the period of July, 2023 through June, 2024**

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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 WDU survey on a one-time basis. Now starting in 2021, the SSB ATB survey administration was adjusted collect responses in-house at the Department of Employment and Economic Development (DEED) via Alchemer, DEED's online survey software system on a quarterly basis.

For the 12-month period (**July 2023 through June 2024**) 163 SSB WDU customers were selected as having participated in ATB training with valid contracted vendors. Of the 163 trainees pulled from WF1, 160 had a listed email address in their contact information. For the launch of the survey, 160 of those contacts had an email address that was allowed to be sent an email invite to complete the survey. Out of these 160 initial email contacts, 153 were found valid. At the end of the process, 31 contacts completed (35%) the survey. SSB did not have a correct/valid email on 7 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, cell phone number for SMS survey failed upon delivery) 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	13	0	14	7%
Duluth Lighthouse Center for Vital Living (formerly known as Duluth Lighthouse Center for the Blind)	3	7	0	10	30%
Helen Keller National Center	0	2	0	2	0%
Vision Loss Resources, Inc.	6	35	1	42	15%
CRP sub-total	10	57	1	68	15%

Individual Vendors	Completed Interview	No Response	Invalid	Total	Response Rate
Abdi Mumin/A&A Solutions	0	4	1	5	0%
Catherine Golding/Dimensions Life Coaching	0	2	0	2	0%
Daniel Beal	0	2	0	2	0%
David Tanner/Tanners Assistive Technology Services	0	4	0	4	0%
Debbie Bock/Hands On Tech Inc.	0	3	0	3	0%
John Higgins/Invision Services Inc.	6	12	1	19	33%
Jon Swenson-Tellekson/The Speech Gurus LLC	1	5	1	7	17%
Kelly Jo Harrison/Harrison Resources	3	13	1	17	19%
Mary Kautto	5	9	1	15	36%
Monica Buboltz	1	1	1	3	50%
Ruth Ann Marsh/Marsh Orientation & Mobility Services	3	2	0	5	60%
Sam Jasmine/Access Education	0	2	0	2	0%
Sharee Marcus	1	0	0	1	100%
Tammy Douglas/Empowering Abilities LLC	1	5	0	6	17%
Wendy DeVore/Career Ventures Inc.	0	1	0	1	0%
Individual Vendor sub-total	21	65	6	92	24%
Totals	31	122	7	160	20%

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)].

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 19 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. 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.

The reader should be aware respondents continued to face the evolving training environment and the unique circumstances presented as a result of navigating procedures and policies around the novel coronavirus disease (COVID-19) pandemic. While ATB training centers and vendors worked to minimize the number of service disruptions, it is an inevitable fact that service delays, mid-training disruptions, and center/vendor restrictions have and will continue to affect ATB training services due to impacts directly or indirectly related to COVID-19.

Overall Results for ALL WDU Respondents

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

Responses	Jul23-Jun24
Yes	48%
No, never started the training	10%
No, dropped out of training	6%
No, I'm still in training	35%
DK/Refused	0%
N Size	31

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

- I have not started the technology tracing yet. They have not called to schedule. Still waiting on vision technology from the state.
- I keep falling and slamming my head into the floor. A few months ago, after my TBI almost 6 years ago I was slowly teaching myself how to enjoy audiobooks. (I was an avid book reader my whole life.) eventually I was able to listen to non-fiction books. It was then I realized I could go back to school and get my MDiv with accessibility help. I was supposed to start my training on how to use my new equipment, so I start school. However I have fallen many times in the last few months, and I lost the ability to listen to non-fiction audio books. I am supposed to be tested soon to determine if I have further damaged my brain.

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

- I am currently still doing mobility training with Mary Kautto
- I am still in training with Kelly. I had to take a few months off because I had an accident.
- I am still training at VLR. I would like to graduate soon but I still don't have what I need on my computer that was given to me to move forward.
- I am still working on developing my skills. I should be completing the program the end of March.
- I have worked with John Higgins 2 times working on cane training. He was very helpful and pleasant to work with. He sent me information on guide dogs, which I am still reviewing. We will meet for orientation to guide dogs, when I make a decision and am accepted to a program.
- I work in a complex containing two buildings. John and I learned both buildings last fall, but since then my time has been spent in only one. Should the opportunity arise for me to spend some time in the other, I will need his services again. My main intent, in addition to a refresher, is to familiarize myself with the Memory Care Unit.
- My work schedule has made it difficult for me to schedule sessions with John Higgins.
- We are planning one more session at my workplace. I work mostly remote but do go in about once a month. Trying to figure what day will work.
- You'd have to contact me personally for me to tell you exactly what happened there. But there are many conflicts with the people who work there. There are many problems being a resident there. And there was much that can be said, but I can't do it here in the survey would have been done audibly because the serious situations that occurred there.

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	Jul23-Jun24
Full-time (30 or more hours per week)	13%
Part-time (less than 30 hours per week)	87%
DK/Refused	0%
N Size	15

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	Jul23-Jun24
Very well-tailored	100%
Somewhat tailored	0%
Not tailored	0%
DK/Refused	0%
N Size	14

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	Jul23-Jun24
All the time	100%
Much of the time	0%
Only some of the time	0%
Never	0%
DK/Refused	0%
N Size	15

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	Jul23-Jun24
Too fast	7%
A little too fast	0%
Just right	93%
A little too slow	0%
Way too slow	0%
DK/Refused	0%
N Size	15

6. Please describe the primary method used to interact with [your ATB vendor name] to receive your ATB training.

Responses	Jul23-Jun24
In-person meeting	80%
Phone call	7%
Email	0%
Online meeting (e.g. Zoom, WebEx, Skype platforms)	13%
Other non-traditional method, please describe: (none were listed)	0%
DK/Refused	0%
N Size	15

7. Please explain what you liked or didn't like about the process of meeting in a non-traditional way (e.g. Phone, Email, Online meeting, Other) with [your ATB vendor name].
- I liked online training because I did not have to leave my home. Kelly was very good at teaching me if I couldn't figure out something by describing what I was looking for. I have trained in person with Kelly in the past, so I did miss not seeing her and interacting with her in person.
 - it was all fine and felt treated well like it were in person
 - Sometimes we spent too much time trying to get on Zoom or other shared sites for training.
8. 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	Jul23-Jun24
Yes	79%
No	21%
DK/Refused	0%
N Size	14

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

Responses	Jul23-Jun24
Very safe	100%
Somewhat safe	0%
Not safe	0%
DK/Refused	0%
N Size	11

10. 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	Jul23-Jun24
Much more confident	73%
Somewhat more confident	27%
About the same	0%
Less confident	0%
DK/Refused	0%
N Size	11

11. 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	Jul23-Jun24
Yes	25%
No	75%
DK/Refused	0%
N Size	12

12. 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	Jul23-Jun24
Much more confident	33%
Somewhat more confident	33%
About the same	33%
Less confident	0%
DK/Refused	0%
N Size	3

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

Responses	Jul23-Jun24
Yes	33%
No	67%
DK/Refused	0%
N Size	12

14. 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	Jul23-Jun24
Much more confident	75%
Somewhat more confident	25%
About the same	0%
Less confident	0%
DK/Refused	0%
N Size	4

15. 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	Jul23-Jun24
Yes	50%
No	50%
DK/Refused	0%
N Size	12

16. 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	Jul23-Jun24
Much more confident	67%
Somewhat more confident	33%
About the same	0%
Less confident	0%
DK/Refused	0%
N Size	6

17. Did you receive training in Braille?

Responses	Jul23-Jun24
Yes	8%
No	92%
DK/Refused	0%
N Size	13

18. 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	Jul23-Jun24
Much more often	0%
Somewhat more often	0%
About the same	100%
Less often	0%
<i>Too soon to know</i>	0%
DK/Refused	0%
N Size	1

19. 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	Jul23-Jun24
Much more often	0%
Somewhat more often	100%
About the same	0%
Less often	0%
<i>Too soon to know</i>	0%
DK/Refused	0%
N Size	1

20. 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	Jul23-Jun24
Very practical	100%
Somewhat practical	0%
Not practical	0%
DK/Refused	0%
N Size	13

21. 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	Jul23-Jun24
Much more often	23%
Somewhat more often	31%
About the same	23%
Less often	8%
<i>Too soon to know</i>	15%
DK/Refused	0%
N Size	13

22. 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	Jul23-Jun24
Much more comfortable	38%
Somewhat more comfortable	23%
About the same	38%
Less comfortable	0%
DK/Refused	0%
N Size	13

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

- At the end of training, I had a stroke. Was not able to have last lesson but I was fine not doing it. The training was useful in my stroke than
- Finding the gym on campus, one of my classes takes place there. And my advisor's office is right across the hall. So now I know where my advisor's office is and the easiest way to get to his office.
- gaining self-confidence and learning that disability is not inability
- How to navigate the internet, and to understand that all websites are not accessible.
- I think it was all very helpful. I enjoyed getting to know the staff and looked forward to attending every day!
- Learning how to navigate a route to and from an internship opportunity that will help in securing long-term employment
- Learning how to use Microsoft Office.
- Road crossing, elevators, cane usage
- She helped me understand how the cane s used. I learned the principles f how to Orient my body, listen to my surroundings and explore with my cane so that I knew where I was. This was a huge confidence booster.
- The structured environment and learning methods
- White cane travel with and without blindfold. Orientation and transportation training regarding mobility.

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

- All of the training was useful.
- Braille was presented to small for me with my tactile issues. I stopped the class and May want to take it at a later date.
- Can't think of any
- Everything Kelly taught me was very useful.
- It was all useful
- none
- We wasted time trying to get on the computer together since training was remote.

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

- comfortable at the moment
- Everything was covered well.
- I would have liked more structure in the training, perhaps a list of modules to complete. I learned the things I asked, but I wondered what else I should be asking
- NO
- No

- Not directed at Sharee so much as the program: there are apparently fancy white canes available now that are Bluetooth-enabled, letting people do more things like figuring out where they are along a street. Might be worth exploring.
- Yes, it would have been helpful to do some career exploration. It was supposed to happen but did not. Then I was told that it would be with my SSB counselor, Oscar.

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

Responses	Jul23-Jun24
Definitely recommend	100%
Probably recommend	0%
Not recommend	0%
DK/Refused	0%
N Size	12