

**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 2024 through June 2025**

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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 Community Partners. 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. Starting in 2021, the SSB ATB survey administration was adjusted collecting 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 2024 through June 2025**) 239 SSB WDU customers were selected as having participated in ATB training with valid contracted Community Partners. Of the 239 trainees pulled from WF1, 235 had a listed email address or cell phone number in their contact information. At survey launch, all 235 contacts that had an email address or cell number were sent an email or text message invite to complete the survey. Out of these 235 initial contacts, 229 were found valid. At the end of the process, 61 contacts completed (27%) the survey. SSB did not have a correct/valid contact info on 6 trainees (e.g., no email/cell number 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 Community Partner and CRP is shown below:

CRP's	Completed Interview	No Response	Invalid ¹	Total	Response Rate ²
Duluth Lighthouse Center for Vital Living (formerly known as Duluth Lighthouse Center for the Blind)	8	12	0	20	40%
Helen Keller National Center	2	16	1	19	11%
Iowa Department of the Blind	0	2	0	2	0%
Louisiana Department of the Blind	0	1	0	1	0%
Vision Loss Resources, Inc.	14	48	1	63	23%
CRP sub-total	24	79	2	105	23%

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)].

Individual Community Partners	Completed Interview	No Response	Invalid	Total	Response Rate
Abdi Mumin/A&A Solutions	1	5	0	6	17%
Catherine Golding/Dimensions Life Coaching	2	3	0	5	40%
Daniel Beal	2	0	0	2	100%
David Tanner/Tanners Assistive Technology Services	0	2	0	2	0%
Debbie Bock/Hands On Tech Inc.	2	4	0	6	33%
John Higgins/Invision Services Inc.	4	17	1	22	19%
Jon Swenson-Tellekson/The Speech Gurus LLC	4	5	1	10	44%
Kelly Jo Harrison/Harrison Resources	7	26	1	34	21%
Kirk Kleinschmidt	1	4	0	5	20%
Mary Kautto	4	9	0	13	31%
Monica Buboltz	1	1	0	2	50%
Ruth Ann Marsh/Marsh Orientation & Mobility Services	0	1	0	1	0%
Sam Jasmine/Access Education	0	1	1	2	0%
Sharee Marcus	3	1	0	4	75%
Tammy Douglas/Empowering Abilities LLC	4	8	0	12	33%
Wendy DeVore/Career Ventures Inc.	2	2	0	4	50%
Individual Community Partner sub-total	37	89	4	130	29%
Totals	61	168	6	235	27%

For the purpose of the online study, a 50 percent response rate was deemed sufficient to yield accurate and representative Community Partner (CP) results. Of the above 21 CP, none of the CP 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 Community Partners worked to minimize the number of service disruptions, it is an inevitable fact that service delays, mid-training disruptions, and center/Community Partner 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 Community Partner]*?

Responses	Jul24-Jun25
Yes	39%
No, never started the training	3%
No, dropped out of training	8%
No, I'm still in training	39%
DK/Refused	10%
N Size	61

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

- I met Kirk once for an introductory meeting but other than that I haven't heard from him.
- The Summer heat made it dangerous for me to start in those months, we planned to postpone it when the weather was less harmful for me

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

- Because I decided to start English class.
- He is very good communicate through email. He is very good teacher process of braille. I am so impressed and learn a lot.
- I am currently training with Kelly. We are working with JAWS and my voice features on iOS. JAWS is a very heavy undergoing for me as it has depth and many key strokes to remember that differ in different programs and just walking my path with multiple medical eye surgeries I've been having I feel like my brain is on overload sometimes so it is taking me a bit of time to get through this and trying to put it in practical applications for work adds an additional layer for how training goes. There is a lot of memorizations that has to happen when you can't just move the mouse in point to what you want and click the button and get there.
- I am currently working to find part-time work, once this is done. I will need Tammy to assist with any updates on specific applications that particular job may require.
- I am still in the middle of training, learning a lot and gaining good information and knowledge.
- I am still in training working on more in-depth skills like traveling with sleep shades and specific routes to the colleges and other resources.
- I became employed part time and decided to wait to have further training. The position was temporary and now that I'm not employed, I have discussed a path forward with my SSB counselor. I plan to have training from the SSB trainers for technical and use of tools aspects to improve my possibilities for further employment.
- I completed the one weekend, but we are scheduled for another weekend in May.
- I didn't complete the training with him yet. Now we have a few things left to do the training. I believe I will complete it soon in early May 2025.
- I didn't feel the training I was receiving was what I was looking for, so I decided to look for another instructor who would be better able to help me reach my goals.
- I didn't graduate from VLR yet. I need to practice a few reviews with VLR. I think I will complete it in early May 2025.
- I got too busy with college classes and homework.
- I have not completed my training with Mary because I am still training with her. I've been slowly getting accustomed to using a white cane and being able to communicate my needs with others. So far, my training has been great.

- I tried to move to Duluth because I was thoroughly enjoying the training and learning so much, and I loved the city a great deal. And then, it began to go downhill where I had to drop out and end my training, ending up with illness. I moved back to Saint Paul.
- I was only going one day a week for class and started going twice a week at the beginning of April because I added a class to my schedule.
- I'm still in progress with my training.
- In progress
- Ongoing Braille training.
- Paused training for Holiday travel and medical procedures. Starting again after January.
- Still in training
- Still in training at the time of this survey, but I'm almost finished!
- There is an instructor who was acting maliciously towards me who made it too uncomfortable to complete two of the classes she was assigned to teach. Eventually the discomfort was too much for me stressfully, combined with other stresses in my life, to be there for anything. This also affected my MS symptoms, and I have been dealing with extra physical problems since the last part of 2024. Also, O and M training ended when it got cold and never resumed.
- We paused services across the Holiday Season, to resume February 2025.

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	Jul24-Jun25
Full-time (30 or more hours per week)	18%
Part-time (less than 30 hours per week)	77%
DK/Refused	5%
N Size	22

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	Jul24-Jun25
Very well-tailored	67%
Somewhat tailored	30%
Not tailored	0%
DK/Refused	3%
N Size	27

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	Jul24-Jun25
All the time	89%
Much of the time	11%
Only some of the time	0%
Never	0%
DK/Refused	0%
N Size	27

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	Jul24-Jun25
Too fast	4%
A little too fast	0%
Just right	89%
A little too slow	4%
Way too slow	0%
DK/Refused	3%
N Size	27

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

Responses	Jul24-Jun25
In-person meeting	81%
Phone call	11%
Email	0%
Online meeting (e.g. Zoom, WebEx, Skype platforms)	7%
Other non-traditional method, please describe: (none were listed)	0%
DK/Refused	0%
N Size	27

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 Community Partner name].

- I really appreciated the flexibility of being able to meet on short notice, do training from the comfort of my home and have some flexibility with how long our meetings lasted when we met virtually. I also found the technique of screen sharing over quick assist very productive and easy to use. I learned so much from Jon and am grateful for the time I had to learn from him.
- It worked extremely well for me. We screen shared on desktop then used my camera on iPhone or iPad to rewatch the session after the real time session was over
- Technology glitches were at times quite difficult to diagnose when he could/was not there in person to have direct eyes on the screen to figure out what the problem was. We felt like at times a lot of time was wasted just trying to troubleshoot.

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	Jul24-Jun25
Yes	73%
No	27%
DK/Refused	0%
N Size	26

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

Responses	Jul24-Jun25
Very safe	72%
Somewhat safe	22%
Not safe	6%
DK/Refused	0%
N Size	18

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	Jul24-Jun25
Much more confident	33%
Somewhat more confident	56%
About the same	11%
Less confident	0%
DK/Refused	0%
N Size	18

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	Jul24-Jun25
Yes	48%
No	48%
DK/Refused	4%
N Size	25

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	Jul24-Jun25
Much more confident	50%
Somewhat more confident	50%
About the same	0%
Less confident	0%
DK/Refused	0%
N Size	12

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

Responses	Jul24-Jun25
Yes	48%
No	52%
DK/Refused	0%
N Size	23

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	Jul24-Jun25
Much more confident	55%
Somewhat more confident	18%
About the same	27%
Less confident	0%
DK/Refused	0%
N Size	11

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	Jul24-Jun25
Yes	67%
No	29%
DK/Refused	4%
N Size	24

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	Jul24-Jun25
Much more confident	31%
Somewhat more confident	63%
About the same	6%
Less confident	0%
DK/Refused	0%
N Size	16

17. Did you receive training in Braille?

Responses	Jul24-Jun25
Yes	35%
No	65%
DK/Refused	0%
N Size	26

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	Jul24-Jun25
Much more often	11%
Somewhat more often	44%
About the same	44%
Less often	0%
<i>Too soon to know</i>	0%
DK/Refused	0%
N Size	9

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	Jul24-Jun25
Much more often	0%
Somewhat more often	22%
About the same	78%
Less often	0%
<i>Too soon to know</i>	0%
DK/Refused	0%
N Size	9

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	Jul24-Jun25
Very practical	85%
Somewhat practical	12%
Not practical	0%
DK/Refused	3%
N Size	26

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	Jul24-Jun25
Much more often	15%
Somewhat more often	23%
About the same	58%
Less often	0%
<i>Too soon to know</i>	4%
DK/Refused	0%
N Size	26

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	Jul24-Jun25
Much more comfortable	38%
Somewhat more comfortable	8%
About the same	54%
Less comfortable	0%
DK/Refused	0%
N Size	26

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

- ALL OF IT
- Being able to finally just access an actual computer again.
- Communicating with someone who has similar disabilities as me.
- Completing the survey is difficult we had one meeting together which I thought was wonderful and I was very excited to begin training with Tammy. Then we had a couple of scheduling issues and suddenly without any explanation Tammy decided to end our training without any notice or

explanation I am very sad that I did not get a chance to work with her because I think she would have been an amazing trainer. I hope she is doing well, and I wish I understood better.

- Computer training with JAWS and the specific programs that I use at my work.
- Cooking
- Everything was very valuable in the process of losing my vision. The Support Groups were great. The Mobility instructions was awesome keyboarding and tech. I certainly learned a lot. I also have the JAWS program really has been helping me a lot with computer skills. Everyone at the school was great.
- Finding the rock wall on campus and one of the classes I didn't know where to find before.
- Gaining a sense of confidence in my ability to seek help when needed and knowing where and how to find it was valuable to me.
- Had I gotten a job that I would have had to use more of the computer training, JAWS would have been a very good fit. Now I have a job filling vending machines.
- Having orientation and mobility, because where I lived there really wasn't any. Also being able to learn skills like taking a bus and going to places because where I live there also isn't many places to go so it was really useful to learn all of the skills I would need for college.
- I don't know
- I learned how to go on websites better.
- I really appreciated that the skills I had developed over the years by myself were validated by the O&M expert. All we did was O&M, though, so it wasn't true ATB training. I've been blind long enough I'm pretty well adjusted. Ha!
- I think the most valuable aspect of the training was getting experience living on my own! It helped me feel more comfortable with the idea, and it made me think about potential habits and routines for living on my own.
- I'm new to the city and John helped me orient to the skyway and new areas of downtown.
- Just gaining the confidence in knowing that I can read Braille and gaining a community that is in the same boat as I am.
- Kelly was fantastic. She was committed to my success. She had a calm consistent manor with a take no prisoner can do attitude! She said to me as we began working; " I am trying to put myself in your shoes trying to think what are you seeing..." This amazed me being blind working with myself a low vision client, I made radical breakthroughs and met my goals. Thank you, Kelly. Thank you SSB!!!
- Learning to type, community support, learning about and accessing different resources, equipment and technology.
- Learning how to navigate my town.
- Learning how to use uber app.
- Mobility training

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

- All we did was O&M, which was what I had requested so it was good.
- Computers
- Everything was extremely useful.
- Having to troubleshoot technology issues, not in person.
- Honestly, I'm not sure because it was all very useful in skills for later in life.
- I don't know
- I was already competent in most of these fields before my training with Mary Kautto. Mary has helped me improve in these aspects.
- It got repetitive. I'm a very fast learner and I like having diverse methods of learning thrown at me. Eventually doing the same thing over and over again got old.
- None
- Not applicable
- Not sure, I gained so much from my training.
- Probably cooking, but I enjoyed my creations.

- Putting my Apple email on my laptop.
- There wasn't anything I found overly useless, but I've had a lot of technology experience so that was less of a focus for me, but I still learned some things from it.

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

- How to find right under car when having bad eye day. And how to ride under safely. How to actually order door dash
- How to work my camera on my cell phone.
- I think figuring out how to navigate unfamiliar environments would have been helpful.
- I think I would have liked training in how to use the other senses more effectively.
- I think my instructor did the best that they could. I didn't have a specific job at the time so it was harder for them to put a lesson plan together.
- I wish I had more experience with things like budgeting, taxes, and other financial aspects of life.
- I would have liked my book that I lost to be recovered. Unfortunately, still lost, but would have liked to have had the opportunity to get a new one.
- Music program
- No
- No
- No
- No
- No I don't think so.
- No; John covered everything I asked to learn.
- Not really. It would have been nice if she had come with a sort of lesson plan that could have incorporated the general skills a blind traveler should master. If I didn't have a destination in mind, we struggled to fill time sometimes. Crossing streets, doing stairs, finding exits, etc. are, however, general skills that don't require a destination in mind. It would have been nice to just start there and figure out specific destinations in time. Also, she did not seem aware of the navigation technologies in common and widespread use in the BLV community, which did lead to some confusion when I described how I could use my iPhone, Meta Ray Bans, and Apple Maps to navigate to any destination and so only needed her to train me on assessing my environment and basic fundamentals of cane travel. She did a great job overall and I would happily work with her again!

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

Responses	Jul24-Jun25
Definitely recommend	88%
Probably recommend	8%
Not recommend	0%
DK/Refused	4%
N Size	24