

Workforce Development - Customer Satisfaction Survey
State Services for the Blind (SSB)
 Results from customers served during January through June 2025

| | Jan-Jun 2025 |
|--|---------------------|
| Total Sample Size of Customer Records: | 877 |
| Number of Customer Records with Valid Contact Info (Email Address or Cell Phone): | 830 |
| Number of Completed Interviews: | 223 |
| Response Rate*: | 26.8% |

* Percent of completed interviews out of number of customer records with valid telephone numbers. See final page of this report for full discussion of response rate.

Average MnCSI score over time

| Customers Served | Jan 21 – Jun 21 | Jan 22 – Jun 22 | Jan 23 – Jun 23 | Jan 24 – Jun 24 | Jan 25 – Jun 25 |
|-----------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Average MnCSI Scores | 68.9 | 72.0 | 78.2 | 74.7 | 72.8 |
| N size | 144 | 150 | 154 | 122 | 197 |

Frequencies of current period statistics

Q1 Think about any times that you asked staff for help. How satisfied are you that they responded in a reasonable amount of time? Are you very satisfied, satisfied, dissatisfied, or very dissatisfied, or have you never asked for help? (old Q5)

| Responses | Jan-Jun 25 |
|----------------------|------------|
| Very satisfied | 49% |
| Satisfied | 36% |
| Dissatisfied | 7% |
| Very dissatisfied | 5% |
| Never asked for help | 0% |
| DK/Refused | 2% |
| N Size | 221 |

Q2 How satisfied are you that the staff understands/understood your needs? Are you very satisfied, satisfied, dissatisfied, or very dissatisfied? (old Q4)

| Responses | Jan-Jun 25 |
|-------------------|-------------------|
| Very satisfied | 48% |
| Satisfied | 39% |
| Dissatisfied | 4% |
| Very dissatisfied | 6% |
| DK/Refused | 3% |
| N Size | 219 |

Q3 How satisfied are you that you were given enough information to make good choices for your employment plan? Are you very satisfied, satisfied, dissatisfied, or very dissatisfied? (old QVR1)

| Responses | Jan-Jun 25 |
|-------------------|-------------------|
| Very satisfied | 39% |
| Satisfied | 35% |
| Dissatisfied | 9% |
| Very dissatisfied | 5% |
| DK/Refused | 11% |
| N Size | 219 |

Q4 How satisfied are you that you have/had an active role in decisions about your services? Are you very satisfied, satisfied, dissatisfied, or very dissatisfied? (old QVR2)

| Responses | Jan-Jun 25 |
|-------------------|-------------------|
| Very satisfied | 50% |
| Satisfied | 34% |
| Dissatisfied | 7% |
| Very dissatisfied | 5% |
| DK/Refused | 3% |
| N Size | 217 |

Q5 How satisfied are you that the services are helping/have helped you plan for or maintain your employment? Are you very satisfied, satisfied, dissatisfied, very dissatisfied or it does not apply to your situation? (NEW)

| Responses | Jan-Jun 25 |
|-------------------|-------------------|
| Very satisfied | 39% |
| Satisfied | 32% |
| Dissatisfied | 11% |
| Very dissatisfied | 9% |
| DK/Refused | 9% |
| N Size | 220 |

Assistive Technology

Q6 Have you received any Assistive Technology from State Services for the Blind? This could be hardware or software.

| <i>Responses</i> | Jan-Jun 25 |
|---------------------|-------------------|
| Yes | 56% |
| No | 34% |
| Don't know / Unsure | 10% |
| N Size | 223 |

Q7 Think about when you most needed to use your Assistive Technology. How prepared did you feel to use the Assistive Technology when you needed it? Were you very well prepared, somewhat prepared, not very well prepared, or not prepared at all?

| <i>Responses</i> | Jan-Jun 25 |
|------------------------|-------------------|
| Very well prepared | 59% |
| Somewhat prepared | 29% |
| Not very well prepared | 8% |
| Not at all prepared | 3% |
| DK/Refused | 2% |
| N Size | 119 |

Q8 How useful do you think the Assistive Technology equipment that you received will be/was in helping you meet your vocational plan goals? Do you think it will be very useful, somewhat useful, not very useful, or not at all useful?

| <i>Responses</i> | Jan-Jun 25 |
|---------------------|-------------------|
| Very useful | 74% |
| Somewhat useful | 17% |
| Somewhat not useful | 1% |
| Not at all useful | 3% |
| DK/Refused | 5% |
| N Size | 119 |

COVID Questions for 2020-2024

Q8a Please describe the primary method in how you interacted with SSB to receive your services. (NEW for 2020)

| <i>Responses</i> | Jan-Jun 25 |
|--|-------------------|
| In person meeting | 18% |
| Phone call | 40% |
| Email | 29% |
| Online meeting (e.g. Zoom, WebEx, Skype platforms) | 13% |
| N Size | 210 |

Q8b How satisfied are you with the non-traditional method you used with SSB to receive your services? (NEW for 2020)

| <i>Responses</i> | Jan-Jun 25 |
|-------------------|-------------------|
| Very satisfied | 41% |
| Satisfied | 47% |
| Dissatisfied | 6% |
| Very dissatisfied | 3% |
| DK/Refused | 3% |
| N Size | 172 |

Q8c Please explain how the process of meeting in a non-traditional way (e.g., Phone, Email, Online meeting, Other) went for you in receiving your services from SSB. (NEW for 2020) (139 responses)

- As long as correspondence happens in a timely manner, non-traditional ways of meeting work effectively for me. I don't think in-person contact would impact my service delivery in a meaningful way given my level of needs is lower.
- Call, call talk, go over the info, questions. It was smooth.
- Combination of phone and zoom, both of which worked great.
- Non-traditional communications are convenient for me.
- Counselor did not return calls to my job-finder promptly. IT person took a long time to respond.
- Easy to contact someone and easy to set up meeting on the phone.
- I've connected through email and phone calls primarily, which worked well for me.
- Email is good for regular communications with my SSB counselor.
- Email is working fine. One Zoom meeting was fine.
- Emailing is accessible and has a clear trail for future reference. Emails do tend to go faster than scheduling times to meet with my counselor, but they aren't as fast as some impromptu in-person interactions.
- Everything went well.
- Everything was explained to me very well. The meetings have gone pretty smoothly, but sadly, I never accomplish getting a community employment.
- Getting paperwork back is ineffective since covid.
- Non-traditional communication is good.
- Non-traditional communication has been good.
- Non-traditional communication got the job done in a more flexible, timely manner.
- Non-traditional communication is helpful for me to plan.
- I am located so far away from any tech and any type of learning that it's not really a thing to even consider as helpful. I wanted to learn how to be as much a participant in life, but due to my location I do not have those options so I will just stare at my walls. Thanks Minnesota.
- I am too far to come into the office. Using email was an easy way to send and receive information. It's not always timely, but easier to follow up with than a phone call for me.
- I contacted SSB first via email. I scheduled and met with SSB counselor online.
- I believe it went well because I receive responses quickly rather than waiting for days. And I also get some help concerning what technology to use when I have questions. I get help quickly whenever I ask for technology assistance.
- I communicated with my counselor via text frequently, and for more involved conversations, we spoke on the phone. I received documents via email and some communication took place that way, too. It worked pretty well.
- I decline to discuss

- I did a fair amount of communications via e-mail and also phone. I was never really given the choice of an online meeting. It all worked out using e-mail and phone.
- I did receive a CCTV some 10 years ago and it is so helpful. This year, I requested tech ideas and possibly a product to help me perform my work. We discussed and identified products that would help. But I then learned SSB has no budget to share in the cost, and I unable to afford them. So, all the discussions really led to nothing.
- I didn't have any difficulty with our methods of communication, it was the quality of that communication that was the problem. I only met my counselor once, briefly, at the onset of attaining SSB services. This was my initial meeting, to determine what my needs might be. Nothing but a few sporadic emails for the next year, few and far between. I requested, and was granted, a refresher course regarding the utilization of screen-reader technology over the course of a summer. Several months later, I had one group phone call between my counselor, myself and an externally employed person meant to help me navigate the logistical steps in finding local employment. Once I was paired with the external guide, my SSB counselor emailed me once or twice, asking how things were going with the aforementioned guide, but that was it. Over the course of the last 15 months or so, my counselor never touched base with me, didn't offer any guidance or assistance navigating the difficulties I was having obtaining food, SSI, or even shelter. They were entirely unhelpful, and honestly, they seemed petty and uncaring.
- It works for me because I didn't have to arrange a ride to get to the State Services for the Blind.
- I do either phone, email, online such as Zoom or Google meets and in-person.
- I don't drive and I don't have transportation a lot of the time because my husband works and is my primary transportation.
- I don't mind taking care of this over the phone. It saves lots of time and money on trying to travel over to the office. I didn't mind it at all.
- I don't see these communication standards as non-traditional. Perhaps some SSB / DEED employees still consider them non-traditional? Is that causing detrimental service? DEED job search counseling was bad because they changed my resume to match skills needed for customer service jobs, which seems impossibly difficult and wasn't a part of my intentions or focus. So, I am still waiting for a 3rd party career counselor or almost giving up on this becoming available before I get into school. I was looking for work for so long without finding a suitable job, it's depressing. My SSB counselor is helping support. I appreciate that she has the perspective of being blind and being able to work.
- I email and my counselor usually emails me back later on in the day. Also, she calls me too.
- I felt the way of communicating via e-mail went just fine. It was very efficient.
- I got on the phone and got asked a lot of questions.
- I have enjoyed the mix of phone calls, emails, and meeting in person. I am excited to meet with someone for my white cane mobility training.
- I have mainly been in contact with my case manager using email. But when I have called her, she has been available and ready to assist me.
- I have met with my rep in-person once, on Zoom a couple of times, and chatted relatively frequently via email. I think it has gone smoothly. That said, there is a benefit to meeting in-person or on Zoom every once and while.
- I have not needed a lot recently, so I have been able to conduct most things by email.
- I haven't needed to ask for much, but it's nice to know I can contact my counselor whenever I need help.
- I haven't really had any problems, so I really don't know what to say.
- I think it went well but it took a long time for my person to email back.
- I like email communication because it's on my time and I can zoom in and make it big do what I need to do. Only thing I don't like is sometimes emails can be very disorganized, or email threads can get along confusing, etc. Especially if you have multiple people.
- I like meeting SSB staff this way because I can explain my needs more clearly and easily.

- I love having the option of emailing or a phone call for meetings or if I have any questions. My counselor is very fast at responding, and I'm very excited for the progress we've made since our first meeting.
- I met with providers primarily via telephone. I also had some email contact with providers as well. I thought my services were great and communication worked out very well. I started with an in-person trainer, but she only came once. I then moved to a telephone training. In the beginning I was disappointed with this change, however, the trainer was excellent, and I learned a lot.
- I primarily worked with SSB through phone calls and emails. Both before and after Covid.
- I think that the non-traditional methods were satisfactory, but they were a little slower than the usual methods are, but it works.
- I use my email to keep my advisor in the loop every 90 days. It's going well.
- I usually meet maybe a couple months.
- I was able to ask any questions I needed at any time and my counselor would always respond to me and I would also get all the flyers and summer activities to look at and I could follow up with which ones I wanted to do with my counselor, and it was really good.
- I was able to ask multiple questions via email and obtain a response.
- I was able to meet with the staff and it was convenient.
- I was able to talk with my vocational rehabilitation counsellor by phone. I have never actually met him in person. He is based in the northern part of the state, and I am based in the Twin cities. Communication was not usually a problem.
- I will start by saying that I am open to in-person, virtual, or telephonic communication. I appreciate the convenience of not meeting in person, however, you aren't as connected and it's more difficult to articulate your needs. I thought it was odd that the SSB Tech support person had very little involvement in the process and pushed everything off to the Low Vision store. I thought they'd be more involved and transparent about how the process worked.
- I would rather meet in person.
- It has been excellent with no issues at all. In fact, it is time saving.
- It has been working, and I appreciate the support I do receive.
- It is easier as I don't have to find rides and find someone who is able to accompany me to these meetings. I am able to use my phone to take notes.
- It is easier than travelling from college to an in-person meeting and I prefer it.
- It is easier to meet in virtually vs in-person and is more efficient.
- It is too early for me to tell what is more convenient.
- It makes no sense to meet in-person for something that can be done via phone or email.
- It's more complex doing it via Zoom, especially with ASL interpreter and screen sharing that makes it little more challenging.
- Non-traditional communication saves time.
- It takes less time to do a phone call than to travel somewhere for a meeting. It is just easier for everyone.
- It was disappointing, because services were cut off. Also they didn't follow through on services.
- It was extremely difficult to get calls back. Emails seem to be the counselors preferred way to communicate - but it would be days before I heard anything back.
- It was fine. They called and we discussed my needs and what SSB could/could not do. There's no reason for me to be on camera since I can't see and using the phone was much more convenient all around.
- It was great - no need for me to travel far.
- It was great. The person I talk with has always been very supportive and helpful and willing to answer any questions.

- It was very convenient, but hard to learn technology methods. I need someone to be able to see my screen in order to help.
- It went fine. My counselors and I were able to meet at the time we agreed upon.
- It went pretty good for discussing services that I was to receive. They were there if I had questions.
- It went very well. I can't drive because of an eye condition, so being able to plan appointments on my own terms was empowering. The first meeting was by phone, and then my counselor and I mostly corresponded through email.
- It went very well. Phone, email, and online - everything was good.
- It went well and I received the services I needed even though I feel that it's usually different when interacting with the person because you get to meet them and know them more than just talking to them.
- It went well and that made it easier, so I don't have to get transportation.
- It went well.
- It went well. We connected over the Zoom and that was a good experience.
- It went well. It allows me and my rep. to plan around each other's schedule and it allows us to inform each other real time of events that come up.
- It worked for our situation. Unfortunately, without the enclave settings, now it is hard to fit employment in Bemidji's limited market.
- It's an honor for me to be receiving services from this company and it's a blessing that I received it through the St. Paul's school district and Minnesota state Academy for the Blind in Faribault, Minnesota.
- Non-traditional communication is fine.
- I've asked for meetings in person, but you're still only available on Zoom, seems very impersonal, COVID is over, time to get back to in person.
- I've had a couple of conversations with my state services counselor, but things are not being handled in a timely fashion at all!
- Just like average interaction with the world that uses and engages with technology, it's pretty standard to use this method and I wouldn't call it non-traditional, for my generation.
- My counselor was very easy to talk to and followed up with questions I had.
- Last person assigned to us was via Zoom and then a no show for the last appointment
- Meeting over the phone instead of in-person definitely made the process easier. I was able to avoid an hour plus bus trip one way for a meeting that sometimes only lasted half an hour. Avoiding that kind of inconvenience definitely made it easier to schedule and to follow through with subsequent meetings. I still would have preferred to meet over Zoom or some other online meeting tool rather than over the phone, but phone meetings were still a real improvement.
- Meeting via phone and email worked very well for me and was very effective. With my counselor living in another city and transportation being a consideration, meeting via phone allowed us to conveniently communicate and get work done.
- Meeting non-traditional was nice for being able to ask questions any time that I had them, but it was hard because it often took an extremely long time to get a response.
- Most everything has been done over the phone. My counselor is a terrific specialist who always picks up the phone or gets back to me quickly if I need to leave a message. I think we're quite effective together!
- Most of the time, I communicate with SSP through email, which is so much easier for me. I first heard about this program from my friends who are blind at the University of Minnesota.
- My service was very friendly and understanding. I would recommend SSB to anyone.
- My services were inconsistent. The counselor canceled or no- showed a lot.
- My usual meetings are through email, phone calls, and texts. I have no problems with the methods of communication.

- I have no issues with non-traditional communication. Everything has been excellent.
- I have received no services except for Initial intake and information.
- Non-traditional receiving of services has gone well since I don't have to go down to St Paul to receive services.
- My experience with it has been not productive at all!
- I've had occasional phone calls, that's about it.
- I've mostly communicated by phone. I received a phone call, and my Counselor and I did a lot of email correspondence. It worked smoothly.
- Phone call has been perfectly fine for me.
- We communicate by phone calls especially helpful because I do not drive and communicating via phone enabled me to work from home on the things I needed to do. My training methods were clear, and my counselor was very helpful. Not having to rely on Metro Mobility was quite helpful to keep me from getting frustrated with the process.
- Phone calls have been completely great. It is nice not to have to travel for appointments. O&M was in-person and at my location which was very helpful.
- Phone calls were fine as they allowed for direct interactions, but they did not help me learn how to use the technology. Voicemails and emails were often ignored and not responded to for weeks if at all. At times, I had to reach out several times before I connected with staff, occasionally even reaching out to supervisors for help. Scheduled phone calls or Zoom meetings were kept most of the time but if I found a job possibility, they were often closed before I heard back from SSB for help in tailoring my resume for the position. Still looking for suitable work after 3 years with SSB...
- Phone is just fine meeting with my counselor. No need to meet in-person.
- I have been receiving my services a nontraditional way via phone calls. I received anything I needed in an efficient effective very fast time span
- SSB can be more private about information validating HIPA.
- The ability to meet via phone was extremely helpful with my busy schedule.
- The connection itself went well. It was really useful since my SSB counselor is located in Duluth, MN, and I moved back to the Twin Cities. If this hadn't been an option, I wouldn't have had a counselor at all.
- The intake phone calls I had with my counselor, and the technology specialist went very well. I felt like they both listened to what I had to say and understood my goals. Also, they both provided very helpful advice.
- The phone is just easier for me.
- The phone was fine for talking to my case manager. The tech trainer was in-person, and it seems like that needed to be in-person.
- The process has been very smooth, and my needs are being met.
- The process hasn't been pleasant because of the COVID 19 pandemic forcing everyone to go virtual for a period of time, in addition to my being at Blind Incorporated during that time period. I feel that this process hasn't been easy for me, especially when I strongly feel that Blind Incorporated should've done more to help me with the things I was struggling with. I strongly feel that SSB and Blind Incorporated should've worked together to better assist me on what I needed to work to succeed in life. However, I been working with Amanda Anthony to find employment after completing my GED goal. I have been getting some useful information from Amanda.
- The process is a lot smoother doing it online due to not having to go to a designated location for the services.
- The process for receiving my services went well so far over email.
- The staff I interacted with often appeared uninterested and rarely followed up with agreed on plans.
- They've always been very helpful.
- Non-traditional communication was fine. Although, at times I do miss the old way of interacting with SSB staff.
- Using a non-traditional method is excessively helpful for flexibility and adds an additional layer that helps to maximize the environment. (i.e., lower sound, dedicated area, comfort in knowing the space you meet in etc.).

- It has usually gone pretty well because I use all the resources at my college and communicate with my SSB counselor. If I need something, I communicate with my SSB counselor if I have a problem.
- Non-traditional communication has been very effective.
- Non-traditional communication has been very frustrating.
- I had a very good agent who made it very understandable
- I have gotten very quick responses. I like it.
- I am waiting to start.
- We actually had an equal amount of online and face-to-face support. SSB staff pivoted to provide the necessary support and training in a format/mode that matched our needs. Follow-up has also been professional and supportive. Service has been typically, via email and if a call was necessary to assist, one was made.
- We do a lot of emailing.
- We schedule phone calls when needed, but emails do seem far more efficient. Plus, it's good to have written correspondence to look back on if I forget something. Additionally, I can type something quickly whenever I think of an issue or question.
- Non-traditional communication went really good. It is also very convenient.
- Everything went well.
- When I do not meet in-person with someone, I usually feel unsure about how the conversation went. It leaves me feeling uncomfortable with myself and others on how we are communicating.
- Working with my counselor and job search specialist via phone worked well. It would have been nice to have face-to-face conversations.
- Would rather have a personal experience in-person.
- I used a notebook and the SSB plan to document conversations and review with counselor.

SSB Themes to Open-ended Responses

Comment Coding Breakdown of Question 9 – 168 responses

“In your opinion, what is/was the most important part of the services you received from SSB?”

| Individual comment categories (along with a sample comment) | # of comments |
|---|---------------|
| Help finding, searching, getting a job | |
| <i>Help finding a job; find a job quicker; help finding a new job (JSH)</i> | 19 |
| <i>They got me a job; helped me get back to work (GJOB)</i> | 4 |
| <i>Help with career exploration, goals (CE)</i> | 4 |
| <i>Resume help, expertise; updating, writing a resume (RES)</i> | 2 |
| <i>Networking, connections for job seekers (NET)</i> | 2 |
| Staff / Trainer / Vendor assistance | |
| <i>Specific mention of a vendor, trainer, staff member that provided notable help (VTS)</i> | 11 |
| <i>Staff understands customer, needs of customer (STFUC)</i> | 9 |
| <i>Staff provided emotional support, caring, concern (STFS)</i> | 8 |
| <i>Staff provided one-on-one contact, easy communication, consultation (STFC)</i> | 7 |
| <i>Staff provided general help, willingness to help (STF)</i> | 7 |
| <i>Staff listened, were patient with customer (STFL)</i> | 1 |
| Received education, classes, specific training, coaching | |
| <i>Training in how to get around; orientation & mobility (OM)</i> | 17 |
| <i>Provided help going to college, school, classes; training at school (EDC)</i> | 16 |
| <i>Life skills training; cooking, cleaning, shopping (TDL)</i> | 8 |
| <i>Job training mentioned; other general training (TR)</i> | 5 |
| <i>Received, got computer help or training; MS office, keyboard classes (CPUT)</i> | 2 |
| <i>Braille training (B)</i> | 2 |
| Received assistive technology, equipment, resources (or help with) | |
| <i>Customer mentions technology, help with; assisting with devices – laptop, note-taker, computer etc. (TECH)</i> | 34 |
| <i>Provided specific equipment; white cane, eye cone, school equipment, resources (EQP)</i> | 18 |
| Financial, transportation aid | |
| <i>Financial help; money for food, daycare, clothes, training, education, equipment (FIN)</i> | 13 |
| <i>Money for transportation, travel, bus passes, transit (TRVT)</i> | 3 |
| General comments | |
| <i>Meet customer’s needs; services to customer’s level (JSP)</i> | 26 |
| <i>Gave a general compliment about services (COMP)</i> | 8 |
| <i>Received general, helpful info on program services (INFO)</i> | 7 |
| Miscellaneous | |
| <i>Don’t know; not sure, none, dissatisfied (DK)</i> | 22 |
| <i>No services received yet (NSY)</i> | 5 |

| Q9 – 168 respondents | |
|--|---------------|
| Comment Category Groupings | # of comments |
| Technology, equipment received, assisted | 52 |
| Received education, classes, training | 50 |
| Staff, Trainer, Vendor assistance | 43 |
| General comments | 41 |
| Help finding or searching for a job | 31 |
| Miscellaneous | 27 |
| Financial, transportation aid | 16 |

Comment Coding Breakdown of Question 10 – 167 responses

“If you could change one thing about the services you received, what would you change?”

| Codes (along with a sample comment) | # of comments |
|---|----------------------|
| Issues related to finding, searching, getting training for a job | |
| <i>Service didn't meet customer's needs; lack of options; other specific requests mentioned (MCN)</i> | 36 |
| <i>Improve the help with finding a job; specialists/staff unhelpful in job search (JSH)</i> | 9 |
| <i>Wanted more education, schooling; training and learning opportunities (EDC)</i> | 9 |
| <i>Help with assistive technology; receive training on technology (TECH)</i> | 5 |
| <i>Want mock interviews, more interviewing help (INT)</i> | 1 |
| Staff improvements | |
| <i>Improve communication, contact between staff and customers (COM)</i> | 28 |
| <i>Staff need a better understanding of customers; listen to customer (STFUC)</i> | 16 |
| <i>Quicker response time, level of responsiveness, too slow in responding (LSFR)</i> | 9 |
| <i>More staff needed in SSB; hire more staff (STFM)</i> | 5 |
| <i>Need more personal support and interest from counselor; better fit (STFS)</i> | 3 |
| Process issues | |
| <i>Length of time to get services; time between approval and service start (TIME)</i> | 9 |
| <i>Too many rules, obstacles that slow process & create unnecessary issues (PRI)</i> | 8 |
| <i>Issues with vendors and the way they work with SSB/State of MN (V)</i> | 2 |
| Program issues | |
| <i>Need more equipment; more resources (EQP)</i> | 8 |
| <i>Not enough funding, need more financial assistance (FIN)</i> | 4 |
| <i>Need more transportation help; bus passes, transit (TRVT)</i> | 1 |
| <i>Need more locations for SSB, longer hours of service, more days (LCHR)</i> | 0 |
| Job leads / placement assistance | |
| <i>More connections, links to employers that are hiring (CTE)</i> | 3 |
| <i>Need better, more quality job leads; leads don't match user needs, more job options (JLQ)</i> | 2 |
| <i>Specific job placement issues (JP)</i> | 0 |
| Miscellaneous | |
| <i>Nothing; none; not sure (NC)</i> | 46 |
| <i>Don't know; haven't used the service long enough (DK)</i> | 21 |
| <i>Gave a compliment about services (COMP)</i> | 11 |

| Q10 – 167 respondents | |
|---|----------------------|
| Comment Category Groupings | # of comments |
| Miscellaneous | 78 |
| Staff improvements | 61 |
| Issues related to finding, searching, getting trained for a job | 60 |
| Process issues | 19 |
| Program issues | 13 |
| Job leads / placement assistance | 5 |

State Services for the Blind (SSB) Open-ended Responses

Q9 In your opinion, what is/was the most important part of the services you received from State Services for the Blind (SSB)? (NEW) (167 responses)

- Ability for me to continue school after vision loss
- Adjustment to blindness training was the most important service I received.
- Advising and career counseling in regard making career choice and employment goal
- As a DeafBlind person, I often get frustrated with the SSB's lack of prompt response to my in-person arrival, especially during the cold winter days.
- Assertive technology
- Assistance with phone App!
- Assistive aids
- Assistive technology: assistive technology is what I need support with the most, in terms of affordability and access.
- At the moment, the most important part of the services from SSB is software/hardware help and tuition assistance for college.
- I've been doing a job search with SSB.
- Being able to get the services to help me be independent in my life and able to do what I love. It had also helped me with getting Low Vision tools that were not a financial burden to be able to be independent.
- Being informed about new technologies that are out there and having some support when finding and dealing with interactions at the beginning stages of finding a job.
- Cane training and inverted screen for reading
- Clear and quick communication about financial support relating to finances for college
- College assistance so far, I am excited to learn how to cook once my vision decreases.
- Communication and helping me get the tools and information I need to be set
- Community. The knowledge that other blind people exist.
- Confidence building and living with challenges others can't understand.
- Consulting and technologies
- Continuous follow-up and support; both in way of technology and in making sure we are doing ok.
- Counseling for my job search.
- Currently, the most important service I receive is my independent living skills instruction.
- Customer service, orientation and mobility
- I didn't get what I needed for equipment and did not get a referral on where to find it elsewhere.
- Discussions with Jason Dornbusch.
- Education support, assistive technology, and O&M training
- Educational support/paying for school and room/board It lets me focus on school more and is less work for me. If I had to work more and go to school, it wouldn't happen. I'm very grateful for the support I get because it allows me to go to school because I know I wouldn't be able to pay all of my bills, go to school, and work and do it all completely 100% of my own. Even though I'm smart enough to go to school, I just know my visual impairment would make it too hard.
- Employment support and being there if I need anything.
- Enrollment to the Lighthouse Center for Vital Living
- Equipment and available resources. Having my test paid for, because I am on a limited income.
- Everything from tech, to TDL, keyboarding and O&M - and years back my son VERY much enjoyed woodshop with Kelly McCrary.
- Everything has gone smoothly, but at the same time, it's been very short for me.

- Everything that is helping me be more successful
- Explanation of steps
- Eyeglasses
- Financial support for pursuing my education
- Financial support to attend University is the most meaningful and I am very grateful. 🙏
- Finding employment
- Finding trainers for assistive technology
- Getting assistance in finding an internship for the summer of 2025.
- Going to VLR to get training for everyday life skills and learning braille
- I got my cane!
- I got to go VLR and get free transportation.
- Haven't received all services yet, so don't feel adequate to answer.
- Having different options and resources really helps me choose a path that's right for me. It gives me a feeling of independence I've never had before!
- Having the technology to be successful in college.
- Help with a resume. However, I could have used help in how to modify it appropriately for different jobs. That was done by my case manager, and I never learned how to make changes that will get me noticed.
- Help with job placement
- Honestly, so far, I haven't really found any of the services that helpful. The ability to access career/skill inventory tests and surveys has probably been the only real helpful part of the process so far.
- I am still in the early stages of receiving any services, as I am waiting to apply for the University of Minnesota.
- I am still waiting to really receive any services. They said they would help with my startup business, but no one is getting back to me.
- I feel like they helped guide me in my challenges and kept me on track. I not only got helpful resources like Zoom to Text, but just overall encouragement and hope. Before I got involved with SSB, I was really struggling. Now, I just got a job that is only 3 miles from where I live. I am so grateful for the help I received from SSB.
- I found having an understanding counselor very helpful and the technology provided to me invaluable.
- I found resume assistance from David Smith to be extremely helpful, as well as orientation and mobility services from John Higgins. I have received services from multiple VR agencies over the years, and Minnesota's process was the quickest and smoothest.
- I greatly benefited from the assistive technology training. I also appreciated the benefits analysis.
- I have an increased level of safety in everything from crossing the street to preparing food. Employment skills don't help if I get smashed by a truck crossing the road! The independence from being able to continue working, however is the best part for my mental health.
- I have had MAJOR problems with SSB. I have experienced lack of communication for months!!!! I think SSB's inability to communicate their processes and follow through on cases is unprofessional. It is similar to taking advantage of individuals who are disabled.
- I have just been enrolled, but the services I have received are impactful.
- I haven't done a lot of things, but I've done two camps and one of them was really good at preparing me for when I have lower vision loss. So, I think that was a very important camp that I was able to do because of State Services letting me know about it
- I haven't done much yet, but the assistive technology has been helpful.
- I received a laptop last week, which was so helpful for my studies in general. They also helped me pay my fees, which is part of my tuition. That's the most important support that I received from SSB that I'm so grateful for.

- I received absolutely nothing--just delays, useless surveys, and counselors that gave such runarounds which was a tragic waste of my time.
- I received orientation and mobility instruction to get to and from work.
- I think that JAWS for Windows is the most important part because most jobs use JAWS. Unfortunately, though, Microsoft won't be supporting Windows 10 anymore as of 10-14-25. My computer is now already 6 years old, and it doesn't meet the system requirements to run Windows.
- I think the most important part is that my rep. listens and actively supports me.
- I was given access to JAWS. Sadly, once that access was granted, they did nothing to help me at all. I'm still in a very difficult place, sleeping in an armchair and still fighting for SSI.
- I'm just starting out with services.
- I'm not sure, because I had so much trouble with the technology, and that's really the only help I've actually received so far.
- In my opinion, it's awesome and it's a blessing. I think the Lord every day for helping me finding a job and I've been there ever since for the past two years. And I've been with the day program for the past seven months, it's called ProAct Inc.
- Information about the resources available. There are many things available to help me (trainings, funding for continuing education, resources) that I never knew about before.
- It is important to me that I get all of my services in a timely manner. I am a little concerned about needing to wait for some of them.
- It's nice to know there are some resources, if needed.
- Job coaching
- Knowing what my next steps are regarding my dream career in the art field
- Knowing what steps I'm going to have to take for my plan
- Learning about new product features that exist
- Learning about the Connect 700 program and receiving job leads from the VR counselor.
- Learning braille
- Locating nonprofit services to help learn new ways of doing things
- Looking for jobs online once a week with a job placement specialist
- Making sure that everything is squared away with jobs and schoolwork
- Mobility instruction
- Mobility training and tech. training
- Most important part is being able to access the technology I need to succeed.
- My accommodations
- My case manager was awesome and coached me to work through some challenging times at my job. Now, I have been at my job for 11 years. Without their counsel, I probably would be unemployed.
- My computer that I use for college
- My Orientation and Mobility Instructors. The State so limited, and I feel like it's not enough.
- No services were provided.
- They understand that I have other disabilities and that they're willing to try something and if it doesn't work, try something else that will work.
- Orientation and Mobility
- Overall, they are so good. I am satisfied with SSB.
- Phone training
- Providing a job coach CVI to help me search for employment
- Providing assistive technology
- Receiving information about the training I completed to help me find a job in a new field.
- Receiving tools to help me work. I can't do my job without it.
- Receiving Assistive Technology Assistance. Receiving Assistance to obtain employment.

- Referrals to other people, as my counselor hasn't done anything herself.
- School support.
- Services are good.
- Services were minimal.
- So far, the most important thing I have received is an O and M teacher.
- So far, overall, I think that although I have not been able to return and complete training, being connected with VLR's teachers and students has been one of the most important parts - to evolve into ongoing life with blindness with more confidence and belief that I can successfully achieve.
- SSB denied me even though I need some service that I know will be useful for my daily needs.
- SSB providing a lot of important equipment I needed, for example laptop, monitor, printer, iPod, and calculator. This equipment is helpful for my life goals, such as finishing my GED and starting University is my next goal. I'm going say thank SSB and I appreciate John, Mary, Anna, and Anna.! Thanks a lot all!
- SSB supported me with assistive technology and my educational goal.
- Support
- Providing support and being an ally during an uncertain time in my career
- Support for Orientation and Mobility, which was in person
- Tech from the low-vision store, and job advice
- Technology
- Technology and camp
- Technology training, especially doing my refresher, and also receiving a laptop that I will use for my studies.
- Technology, and access to the Connect 700 program
- That services are customized
- The assistive technology has been imperative to my being successful at work.
- The assistive technology; and the kindness
- The care and willingness to help
- The connections and the financial support
- The connections that SSB could find, and the financial support were the most helpful for me.
- The counselor has been very helpful in guiding me. The IT Services was huge it got me back to work after my short-term disability ran out.
- The counselors I worked with took an active role in helping me find work when I wasn't sure what would fit for me. That was very important.
- The education, the help to get my certificates.
- The financial support that allowed me to get a higher education. On little to no income, SSB covered tuition and fees that would allow me to have a better career and future. Now, that seems to no longer be the case, which means I would never be able to get a job that would be enough to support myself.
- The help to keep my job
- The life skills training
- The most important part is that I feel confident moving forward after I speak to folks at SSB. I feel supported in my decisions and receive timely responses when I have questions.
- The most important part of my service is that I am able to talk about my future plan.
- The most important part of the services I receive from State Services for The Blind are assistive technology, orientation and mobility, and successful resources for job searching.
- The most important part of the services was the hardware and software I received and, of course, instruction in their use. Without them, I would not be employed.
- The most important part was the training I received, which involved working on skills such as job interviews. I can feel confident walking into an interview.

- The most important service, I believe, is helping me with technology and making sure that I am in a good position to do well in school with my low vision eyesight, waivers, and mobility training -also not just school, also life in general.
- The most important services I've received from SSB is blindness training from the Lighthouse.
- The most important thing for me was O & M training.
- The most important thing that I received from SSB is learning how to use technology in an accessible way.
- The most important thing to me was the understanding of my SSB counselor.
- The necessary tools to find a job
- The relationship between counselor and counselee
- The staff's understanding and desire to help me move forward
- The support with tuition and transportation was the most important part for me, as I wouldn't have been able to achieve my employment goals without it. Having a supportive team is also incredibly important.
- The training
- The waivers and the excellent service
- This year, the most important thing is my English class.
- Efficient response time
- I feel I have to keep my mouth shut when they ask me about my situation.
- Tools
- Training with Kelly Harrison
- Transportation
- Tuition and housing support made education possible--without, I would not have been able to do this.
- Understanding basic needs and helping me address those needs in both hardware and software computer communication (i.e. keyboard and forced color software).
- Understanding how thoroughly limited SSB is in supporting the BLV community of Minnesota was the most valuable service provided. Hardware was recommended, but its purchase by SSB was refused. So, I had to go through my employer and ERAF instead. It was difficult scheduling technology training, so I've been forced to learn everything (like a new screen reader) on my own. I did get O&M hours, so that was something, I guess. I was told you couldn't help me find employment because I was too qualified for positions, but I did get a Connect 700 Certificate, so maybe that will help. In short, SSB identified things that could help me and then did virtually nothing to actually help me acquire them for myself or provide them to me. I am privileged that my employer is supportive, but I suspect many other of your adult clients are not so fortunate.
- I am waiting to start services.
- We had a very nice meeting where we determined that SSB services were duplicated by another company. Services from SSB were not needed.
- We really haven't received anything yet. We've had a bunch of meetings, but nothing has actually been done to help with finding a job, transportation, or housing. So just moving ahead on our own now. I didn't get a response when I emailed asking what next steps were to get assistance in finding a job.
- Freedom to choose and be empowered to execute the plan with the needed supports

Q10 If you could change one thing about the services you received, what would you change? (NEW) (166 responses)

- 1. Recommend spouses and significant others receive training on working with visually impaired.
- 2. Relative to my ongoing needs, they are primarily with all major software companies who insist on upgrading their software. Please allow older visually impaired to opt out of software changes.
- 3. You've got to shorten up your surveys. These are not easy for your clients to complete! I will fill out the rest of the questions with 5's.
- About same, need to work with SSB about few things and need training related to a job.
- Accessibility to staff and resources that would actually help me with my goals. I had been referred to SSB by another job resource location, but their understanding of what SSB offers must have been different from what was actually available.
- All good - No changes needed.
- All the services I received from SSB are very useful. I will not change anything.
- Be clear up front about what SSB can and can't do. It would have saved a lot of time on both sides.
- Being consistent
- Clearer resources for employment
- Everything by email
- I would change everything.
- Follow-up from SSB. I had my assistive tech consult and haven't heard from them since
- Follow-through on services is extremely important. I don't see that SSB and my counselors understand this concept. I don't know that management understands this concept.
- For now, honestly, I don't know, but I think it can still be better. SSB can still do better. That's what I believe. But as for now, I don't have anything.
- For now, nothing needs to change.
- Get back to in-person service delivery.
- Getting consistent information from various staff members would be appreciated.
- Had NorthStar literacy in the beginning
- Have a clear understanding of what services I can get through SSB. Because sometimes I just don't know what to ask for.
- Have my services available on two laptops, because the one I travel with is lighter.
- I haven't gotten any services yet.
- Having a more informed councilor with more knowledge of where & who provides different services you may need. Also, knowledge of eye doctors who work with low vision clients to get them vision aids that are right for them & their needs. Staff at SSB need to know what help is available & where the client can go for more help.
- Having more young adults/gen z would shorten the gap between many of the younger clients and staff.
- The help with my computer could have been broader. The computer person was great, but he was limited in the kinds of help he could provide.
- I am not sure what could be changed.
- I believe I'm completely satisfied. But if I were to change things, it'd be to make clear that SSB, while an very important resource, is a part of the larger community that supports individuals.
- I cannot think of any changes that I would make.
- I cannot think of anything that needs to be changed.
- I'd change the entire program and change the entire thing. Because it seems like Minnesota really is not, as a state agency or a state service, really seriously interested in rehabilitation of THE BLIND people like me. It seems that money is more of their concern than helping us to obtain the skills and training to get the kind of job that we want to do. And therefore, I think Minnesota lacks the stability to provide the job training and skills and ability for blind people to obtain work because their laws, and their policies, and their ways of thinking really do not work to the advantage of blind people. And they're not in harmony with the ADA's goals of making everything accessible to us.

- I don't have anything to change at the moment.
- I don't know what could be changed.
- I don't know what could change, because it's pretty good.
- I don't know that there is just one thing to change. I didn't feel they really helped me to explore what I needed.
- I don't think I would change anything. I'm very new to my services but it's been really good so far.
- I had a very positive experience. They were able to get me in early, but I heard that the waitlist for orientation and mobility is about six months. For someone who really needs that service, that is quite a long time to wait.
- I have never felt comfortable with the technology training. I did not learn well. I am unprepared for many online tasks.
- I have no changes to suggest.
- I honestly don't know. It's been pretty smooth so far!
- I just want help getting employment.
- I perhaps might have had a better experience with a different counselor.
- I realize this is more than one thing, but I'm not sure where else to place these comments. First, the entire process is, in many ways, completely backwards. There is not enough priority placed on life skills and mobility training, and the fact that a client has to have a job to access those services if they are an adult under the age of 55 (I believe) seems like putting the cart before the horse. I really wanted a refresher especially with mobility skills in the aftermath of the pandemic to help build up my confidence before returning to the work force. Unfortunately, that did not seem to be an option. Further, I think the process really only works if a client has a really strong vision of what they want to do and if that vision coincides with positive labor market trends; otherwise, you are just left grasping at straws that you think your counselor will approve. Relatedly, it would be helpful if counselors had a better grasp of the career sectors that clients are interested in. It would be helpful if counselors were better at making suggestions for adjacent job titles or career paths that clients mention that they want to pursue. As it is, it too frequently seems like if a client suggests a specific job title and that job title does not have a positive labor market index, it simply gets put on the backburner without any suggestions or research into other related jobs. I realize it's too much to ask for a counselor to have a complete grasp of every job sector, but some basic research into an area and possible training avenues by the counselor would be appreciated. Additionally, I'm not convinced that SSB actually grasps how most sighted people train, obtain, and live out their careers in the current job market. It often seems like SSB is using a career model that's a couple of decades out of date or more. I realize that SSB has constraints on what it can fund and how much, but I think those constraints increasingly make it less helpful especially for those clients who are or need to change careers as an adult (a not infrequent occurrence for sighted people either in our current work environment). Finally, in general, SSB counselors in particular often simply feel like funding gatekeepers, as opposed to job counselors who are there to help you actually find a job/career that you can live with. It would be great if that were not the case.
- I really appreciate the work the SSB does.
- I really can't think of anything to change.
- I really don't have anything right now that I would change.
- I still haven't heard back for my white cane training.
- I think there are no changes needed; except we need more services with a new equipment because every year technology will be changing. That is why you need more new staff. Thanks!
- I think it would be easier for my rep. to better understand my situation/needs if we were to have met, and they saw firsthand what was needed. I feel that was only partially understood via phone calls. I also wish there was a network of experienced business professionals with similar issues to

communicate with. I don't feel my rep. understood what I did for an occupation and how my vision impacts my abilities on a day-to-day basis.

- I think that the organizations who contract with SSB to provide services need better training in cultural humility, especially people in upper management. If they don't understand, they can't lead an effective team. Racism definitely impeded my learning. (This was not SSB staff...)
- I understand this program is about work. But I need a Clover to read and write. I've been held up in time for getting work or returning to school and it's maddening because supposedly when I return to school, I will justify the need for the Clover. Meanwhile, I thought I could use a Patriot Viewpoint for a part-time job I was offered. I mentioned having been told its battery lasts for 5 hours to both SSB Tech and the owner of the Vision Loss store. The store owner can see. Both should have been aware of the battery time and that it wouldn't work for a four-hour job. The Viewpoint is helpful for other tasks but not reading or filling out paperwork. Perhaps better communication and understanding of available resources could be improved.
- I was dropped from the roles at SSB because I needed to take care of my mother. That changed, and I wanted to re-open my file. I called my former counselor back and she did not return my call. I am unsure where to begin to get my file re-opened, as all my contact information is outdated.
- I wish they could send me more job postings. I also wished they had more in-house training when it comes to learning PowerPoint or Excel.
- I wish I would actually get services and not just talk.
- I would change the approach with a job coaching program. I feel like most of the time it depended on me and what I would like to pursue instead of being offered options that would be available or being given directions that I could take. As much as it all depends on me on what career I would like to choose, sometimes it's also helpful when additional information is given. I may have missed on opportunities just because I did not know they existed.
- I would have a standard of explaining what services they provide and providing the services to people with limited vision. That would be a good start. I have had nothing offered to me in the state because of my location. I have no support. I still haven't had anybody even reached out to help me find a support group, or community, or even another living blind person, or anything. I don't understand what I did, but I really wish I would be able to get the same services, whatever those might be.
- I would have asked for cane instruction sooner.
- I would have liked to have been given more information about the different services SSB provides.
- I would have more SSB counselors, the slow response times from them can improve.
- I would just suggest an increase in communication and awareness of things changing with my case. For instance, an email saying that my counselor will be out for a few months, and I have a temporary counselor would have saved me from confusion when receiving an email from my temporary counselor.
- I would listen to the client needs and not make decision for them.
- I would try to meet in person to get training on the basics of how to use computer.
- I would want my councilor to have a quicker response time to my emails and to check in with me more often.
- I wouldn't change anything.
- I wouldn't change anything.
- I wouldn't change anything about my services.
- I wouldn't change anything all. The services I receive are what I need and have been given to me by people in my in the same position I am in.
- I wouldn't change anything, unless I feel it was necessary.
- I wouldn't have gotten the certificates. I would have gone back and gotten a master's degree.
- I'd want someone who is willing to do their job instead of sitting around and blaming other people.

- If I would change my services, I will probably change to meet in-person.
- I'm not sure what I would change.
- In a perfect world, they would have hooked me up with a trainer that knows how to write script.
- I would prefer to meet in-person.
- Initial assessment was very overwhelming (mostly emotionally) with lots of information and questions to navigate and I wasn't prepared for the overload.
- It's been months and I haven't gotten anything started. My counselor, Jessica, is kind but totally blind and I keep patiently waiting, but nothing has moved forward.
- It's hard for me to answer these questions because I'm still learning what services you provide. It's hard to have expectations when I know so little. And I (the legal guardian) am answering these questions for the customer because she's not really able to answer them herself. That's why I left so many questions blank. Sorry I can't be more helpful. I appreciate the help we've received so far.
- I feel the services are perfect.
- I would have less staff turnover.
- Maybe I would change how often people check in with customers.
- Maybe if I had a more regular check in. Like, lets meet on the first Monday of each month at 3pm... Then, I would know what to expect. If I needed anything I would reach out, and that worked. Maybe the caseloads just don't allow for future set meeting appointments.
- Maybe meeting for 2 times a week for job search would have been helpful.
- I suggest more collaboration with employers who hire blind individuals.
- Have more consistent checking in if possible.
- Offer more CVI support for deaf blind job search, work support, and interviews.
- Have more flexibility/accommodative practice with deadlines obviously within reason. Have more consistent communication about office schedules/case manager availability vacation/in-office status. There have been a few times where I have had a manager, but it was unknown to me why. When my counselor is on vacation, it is difficult to figure out who to contact with an issue in her absence. Maybe I'm just not properly informed or something.
- Offer more hands-on braille skills.
- Provide more help!!
- I would like more information about how processes work.
- Counselors could be more involved and not reducing services I've received!
- Provide more money to help with activities.
- More time in kitchen training and some training in how to manage eating a meal.
- More time to talk with my counselor and more opportunities to meet blind students that are in college as well.
- More timely responses via email.
- More understanding of the disabled condition such that companies would be accommodating for vision impaired.
- My ATB training has been somewhat inadequate with technology issues, due to BLIND Inc chaos and closure. But that was actually provided under the Colorado DVR case and wasn't their fault either.
- I would change nearly everything.
- No changes are needed.
- Not have as many meetings
- Not being sent this survey multiple times.
- I'm not sure what could be changed.
- I'm not sure what could be changed.
- Not sure what could be changed, as of this time.
- Not sure what could be changed, at this point.

- I'm not sure what could be changed.
- I'm not sure what could be changed.
- There's nothing I can think of that needs to change.
- I wouldn't change anything.
- There's nothing to be changed.
- I wouldn't change anything at all!
- Nothing needs to be changed, at the moment.
- Nothing comes to mind. I feel that my needs have been met.
- Nothing that I can think of.
- Nothing that I can think of
- Nothing that I know of yet. Like I said, I haven't used SSB services much.
- Nothing to change about SSB
- There's nothing to be changed.
- There's nothing to be changed.
- There's nothing to be changed.
- One thing I guess the most important would be removing the cap on tuition.
- I would ask for permanent check-ins.
- You could probably do more in-person meetings.
- I would probably change the amount of communication. This could definitely be increased but hasn't caused any issues.
- Please purchase necessary technology when someone gets hired for employment.
- Have quicker email communication
- Quite a bit actually. Due to what I suspect is a lack of funding for SSB, I have not been able to get the services I most need. SSB was unable to pay for my schooling because they did not view my field of study as employable. When inquiring about whether or not they'd be able to help me pay for housing since they were unwilling to pay for my schooling, I was also rejected. Lot of power has been taken away from counselors as well, so this falls on those in higher positions.
- Right now, there is nothing I want to change. If there is something comes to mind, I will send you an email.
- Offer smart glasses.
- Sometimes the language in the emails felt scary regarding information I needed to provide and the consequences of SSB not paying if I didn't submit that information. It just made me anxious.
- SSB only supports one goal at a time, so that is something I would change.
- Offer more tech training and get more hardware.
- That I would've had more timely help finding a job; additionally, now that I'm employed I would've like help to keep this job.
- The ability of SSB to fight legally for someone that is being mistreated.
- The counselors (yes, I had two--even though I contacted SSB a year ago, over a year later and I got nothing out of it.) Not to mention a counselor who was awful at communicating information and only tried to backtrack once I called her out on it and indicated this was a waste of my time and how I hope other blind people do not have to go through what I did.
- The current location makes it very difficult to make the trip- MM has said he would be on the bus approximately 1.5 hours. Please find a way to come back to MPLS, or nearer bus lines/transit!

- The levels of communication from the technology department leave a whole lot to be desired. I waited months to receive a computer which was sitting on a shelf in an office. I was told the computer would be sent to me and would be ready to use. I had to install JAWS and MS Office myself, and I honestly don't know when I would've received the machine if I hadn't hassled them about it. The technology training I received from a third-party vendor after that point was great, but the initial people I dealt with were a disaster.
- The only thing that I would change is having more in-person team meetings because I find it very helpful, although I do understand that the other methods were just because of . . . :: :: . . . :: ::
- The reception area presents several challenges for DeafBlind people seeking in-person services. It is poorly lit and poorly designed, and it lacks essential assistive technology, such as a braille display or any kind of assistive technology for communicating with the receptionist when an ASL/ProTactile interpreter is unavailable.
- Improve the speed of the customized employment.
- Improve the technology approval process.
- This has nothing to do with the counselors I worked with, but I struggled with analysis paralysis pretty badly at first. It felt like there were many options for what I could do, and I wanted to make sure I made the right choice.
- Improve timeliness and clarity re: my options towards my employment plan.
- Provide actual services and not just nothing. Jessica Fordyce was perfectly fine to work with, but nothing has happened since... Nothing!
- To have the counselor located closer to where I live, so if I need job advice, they would understand the area that I'm talking about.
- I'm unsure of what would need to be changed.
- Provide career ideas or goals that I may have not thought of. I have had counselors in the past say to me that they can't tell me what to do with my life, when all I was trying to do was have a brainstorming session, because I was struggling with how to move forward.
- I would change: 1. Working with pc for people to student at low costs. 2. Learning technology such as desktops and laptops like have a student learning package and cost share those students also working cad waiver. 3. Have fundraising banquets. 4. Last, but not least, cross-train students that want to learn sign language so there another form of skill and communication
- There is nothing I would change.

3 questions that produce the SSB MnCSI Score

Q11 Utilizing a scale of 1 to 10 where "1" means "Very Dissatisfied" and "10" means "Very Satisfied", what is your overall satisfaction with the services provided? (old Q1)

| Responses | Jan-Jun22 | Jan-Jun23 | Jan-Jun24 | Jan-Jun25 |
|---------------------|-----------|-----------|-----------|-----------|
| 1 Very dissatisfied | 5% | 3% | 4% | 6% |
| 2 | 2% | 1% | 0% | 2% |
| 3 | 4% | 2% | 3% | 2% |
| 4 | 2% | 3% | 2% | 2% |
| 5 | 8% | 4% | 9% | 6% |
| 6 | 5% | 4% | 4% | 4% |
| 7 | 11% | 10% | 10% | 12% |
| 8 | 14% | 18% | 15% | 18% |
| 9 | 19% | 21% | 18% | 12% |
| 10 Very satisfied | 31% | 34% | 34% | 35% |
| N Size | 170 | 175 | 136 | 209 |
| Mean | 7.67 | 8.16 | 7.91 | 7.69 |

Q12 Considering all of the expectations you may have had about the services, to what extent have the services met your expectations? "1" now means "Falls short of your expectations" and "10" means "Exceeds your expectations." (old Q2)

| Responses | Jan-Jun22 | Jan-Jun23 | Jan-Jun24 | Jan-Jun25 |
|-------------------------------|-----------|-----------|-----------|-----------|
| 1 Falls short of expectations | 5% | 3% | 4% | 6% |
| 2 | 1% | 2% | 2% | 3% |
| 3 | 4% | 2% | 4% | 1% |
| 4 | 4% | 2% | 2% | 2% |
| 5 | 11% | 6% | 9% | 8% |
| 6 | 5% | 3% | 4% | 6% |
| 7 | 8% | 9% | 8% | 10% |
| 8 | 15% | 18% | 13% | 14% |
| 9 | 15% | 19% | 19% | 14% |
| 10 Exceeds expectations | 26% | 30% | 32% | 32% |
| N Size | 159 | 175 | 131 | 202 |
| Mean | 7.40 | 7.96 | 7.75 | 7.50 |

Q13 Now think of the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services? "1" now means "Not very close to the ideal" and "10" means "Very close to the ideal." (old Q3)

| Responses | Jan-Jun22 | Jan-Jun23 | Jan-Jun24 | Jan-Jun25 |
|---------------------------|-----------|-----------|-----------|-----------|
| 1 Not very close to ideal | 5% | 2% | 5% | 6% |
| 2 | 1% | 3% | 1% | 4% |
| 3 | 3% | 1% | 4% | 2% |
| 4 | 6% | 2% | 5% | 2% |
| 5 | 7% | 6% | 4% | 7% |
| 6 | 5% | 5% | 3% | 4% |
| 7 | 10% | 9% | 10% | 10% |
| 8 | 11% | 17% | 15% | 13% |
| 9 | 14% | 18% | 15% | 13% |
| 10 Very close to ideal | 28% | 28% | 29% | 33% |
| N Size | 153 | 174 | 124 | 198 |
| Mean | 7.36 | 7.90 | 7.60 | 7.52 |

Definitions of key terms:

Number of Interviews = Total number of customers interviewed.

Response Rate = Percent of customers completing interviews out of total number of customer records *with valid email addresses*. The numerator of this equation equals the number of interviews minus the number of disqualified interviews. The denominator equals the number attempted minus the number of invalid customer records. Invalid customer records are those that are attempted and result in one of two outcomes: 1) the email address provided is invalid (bounced, undeliverable, not able to load/incorrect, technical issue) 2) the customer is contacted and claims not to have received services.

Mean = the arithmetic average; the sum divided by the number of cases.

N = Indicates number of completed interviews or number of customers asked a particular question.

DK/Ref = Indicates that a customer answered “don’t know” or refused to answer a particular question.