

## 1. SVRC Vocational Rehabilitation Evaluation Questionnaire

**Please mark the box which best describes your opinion on each question based upon your overall experience with the Division of Vocational Rehabilitation (DVR) versus that based upon a single incident:**

1. DVR staff were polite and helpful on an on-going basis throughout the time I had an open case.

Agree

Disagree

Comments:

2. I knew from the start that the goal of DVR was to help me find employment or stay employed.

Agree

Disagree

Comments:

3. DVR staff replied promptly to my questions, requests, and informed me of changes.

Agree

Disagree

Comments:

4. Alaska DVR helped me understand my abilities so that I could choose a job consistent with my strengths, resources, priorities, concerns, capabilities, interests, and informed choice.

Agree

Disagree

Comments:

5. I was pleased with my involvement in the decision making process that led to my plan for employment.

Agree

Disagree

Comments:

6. I was aware of my right to disagree and was informed about the process to appeal DVR decisions and about the Client Assistance Program (CAP).

Agree

Disagree

Comments:

7. Alaska DVR staff helped me understand the services available to me by DVR and other agencies.

Agree

Disagree

Comments:

8. Overall, I am satisfied with the services I received.

Agree

Disagree

Comments:

9. I would recommend Alaska DVR to others.

Agree

Disagree

Comments:

10. Do you have any suggestions for ways to improve the program? Please be specific.