

## Developing a Comprehensive Consumer Satisfaction Survey, A Collaboration with VR and the SRC

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### Overview

- Working with your SRC
- Working with VR
- Comprehensive Survey
- Effective Use of Technology
- Survey Administration
- Data Analysis
- Presenting Findings
- Points to Consider

### Working with your SRC

- Legal precedence
  - 1998 Amendments to the Rehabilitation Act
    - to **conduct** a review and analysis of the effectiveness of, and **consumer satisfaction** with:
      - the **functions** performed by VR;
      - VR **services provided** directly by VR as well as other public and private entities responsible for providing VR services to individuals with disabilities under the Act; and
      - **employment outcomes** achieved by eligible individuals receiving services under this title of the Act, including the availability of health and other employment benefits in connection with such employment outcomes [PL Section 105(7)(c)(4)(A)(B)(C)].

### Working with your SRC (cont.)

- The SRC and VR
  - Relationship
  - Roles
  - Previous surveys
- Council Meetings
  - Frequency
  - Duration
  - Agenda
  - Committees

## Working with VR

- Administrators
  - What do they want to know?
  - Recent policy changes?
- Retrieving data
  - Personnel
    - IT
    - Program Evaluation
  - Format
    - SPSS
    - Excel

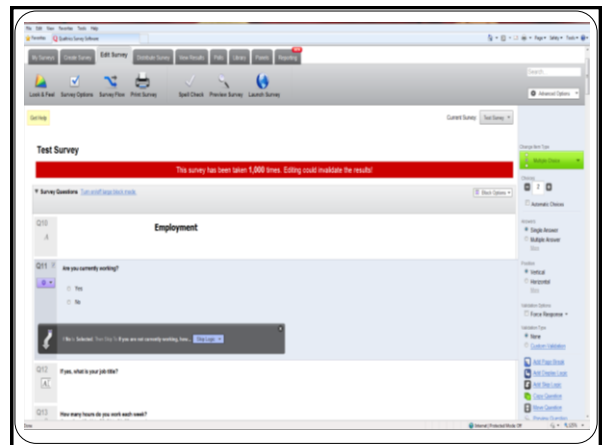
## Comprehensive Survey

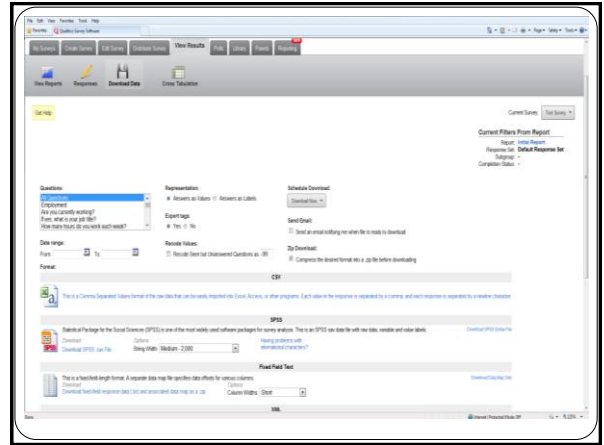
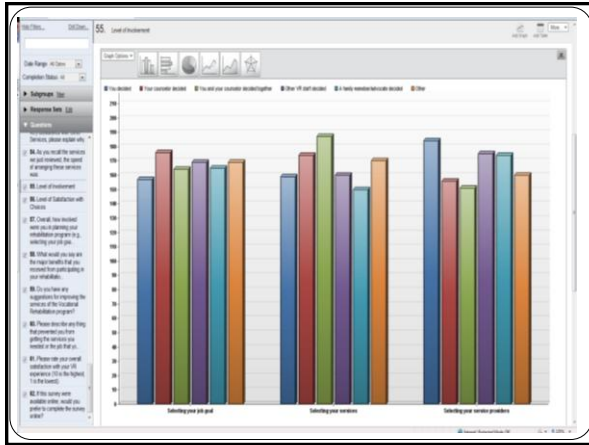
- Multidimensional
  - Current work status
  - Counseling relationship
  - Service satisfaction
  - Informed choice
  - Social Security
  - RSA-911 outcomes

(Capella & Turner, 2004; Kosciulek, 2003; Schwab, DiNitto, Aureala, Simmons, & Smith, 1999)

## Effective Use of Technology

- Online Survey Software
  - Streamlining
  - Accessibility
    - Survey respondents
    - Survey administrators
  - Data Collection
    - Tracking
    - Accuracy
    - Security
    - Converting
  - Reporting





## Survey Administration

- Notification letters
- Caller characteristics
- Time of day
- Persistence
- Goals

## Data Analysis

- Descriptives
  - Frequency
  - Percentage
- Cross-tabulating
  - Current work status
  - Closure type
  - Region
  - RSA-911 data
- Statistical significance
  - Group differences

## Presenting Findings - Audience

- SRC
- VR
  - Administrators
  - Field staff
- Consumers
  - Agency website
  - Public forums
- Others

## Points to Consider

- Timeline
- Budget
- Staff
- Technology
- Dissemination

## References

- Capella, M. E., & Turner, R. C. (2004). Development of an instrument to measure consumer satisfaction in vocational rehabilitation. *Rehabilitation Counseling Bulletin*, 47(2), 76-85.
- Kosciulek, J. F. (2003). A multidimensional approach to the structure of consumer satisfaction with vocational rehabilitation services. *Rehabilitation Counseling Bulletin*, 46(2), 92-97.
- Public Law 105-220, *Workforce Investment Act of 1998*, 105<sup>th</sup> Congress, Washington, DC, 1998.
- Schwab, A. J., DiNitto, D. M., Aureala, W., Simmons, J. F., & Smith, T. W. (1999). The dimensions of client satisfaction with rehabilitation services. *The Journal of Vocational Rehabilitation*, 13, 183-194.

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