

DVR Consumer Satisfaction Survey

Responses by Impairment Grouping



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Impairment Groupings

Deaf/Hard of Hearing

- Deafness, Primary Communication Auditory
- Deafness, Primary Communication Visual,
- Hearing Loss, Primary Communication Auditory
- Hearing Loss, Primary Communication Visual
- Other Hearing Impairments (e.g., Tinnitus, Menieres Disease)
- Deaf-blindness

Blind/Visual

- Other Visual Impairments
- Blindness

Cognitive Impairments (learning, thinking, processing info)

Communicative Impairments (expressive/receptive)

Mental Impairments

- Other mental impairments
- Psychosocial Impairments (interpersonal, behavioral)

Orthopedic

- Both mobility and Manipulation/Dexterity Impairments
- Manipulation/Dexterity Ortho/Neuro Impairments
- Mobility Orthopedic/Neurological Impairments
- Other Orthopedic Impairments (e.g., limited range of motion)

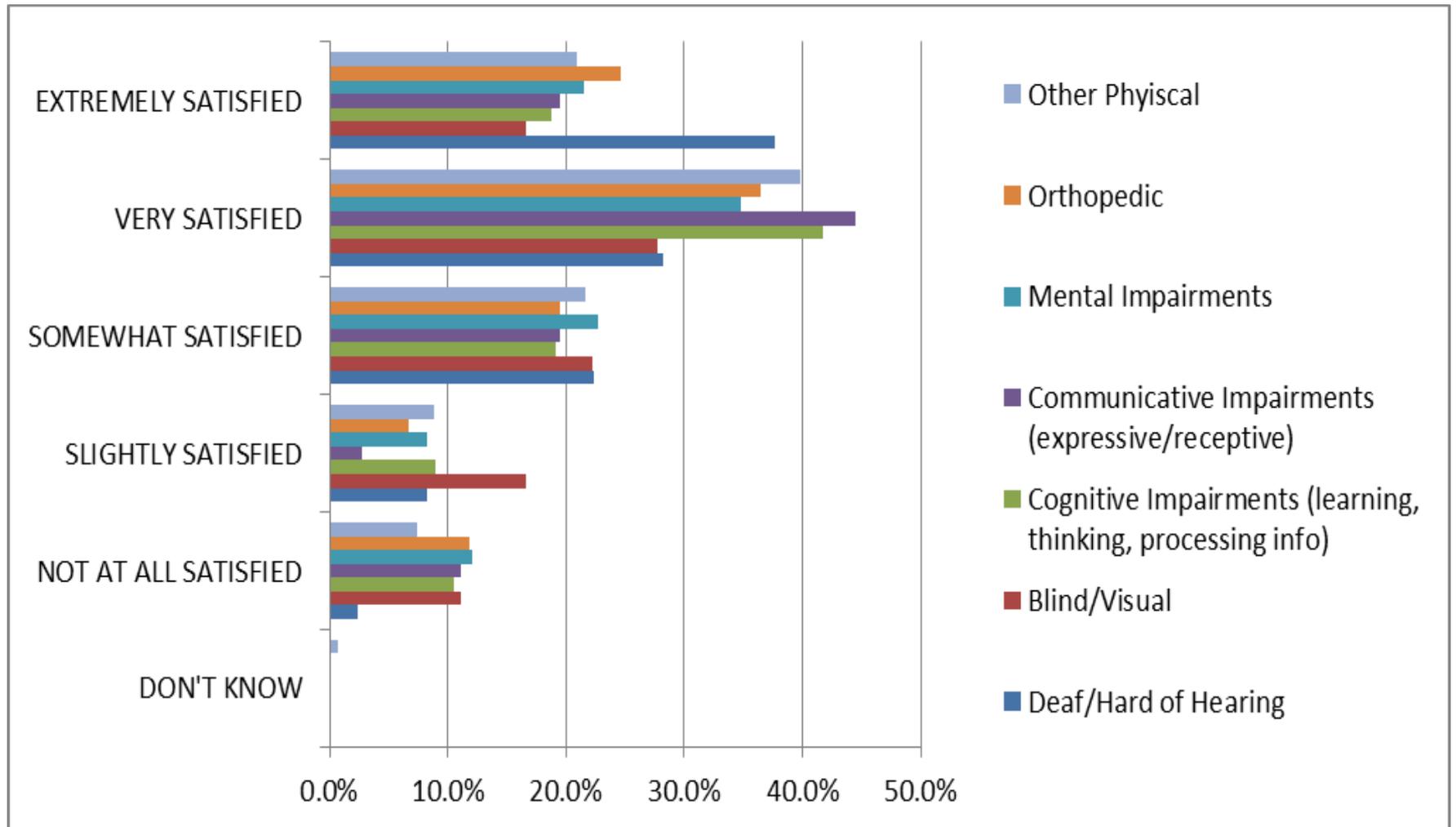
Other Physical

- Other Physical Impairments
- Respiratory Impairments
- General Physical Debilitation (fatigue, weakness, pain, etc.)

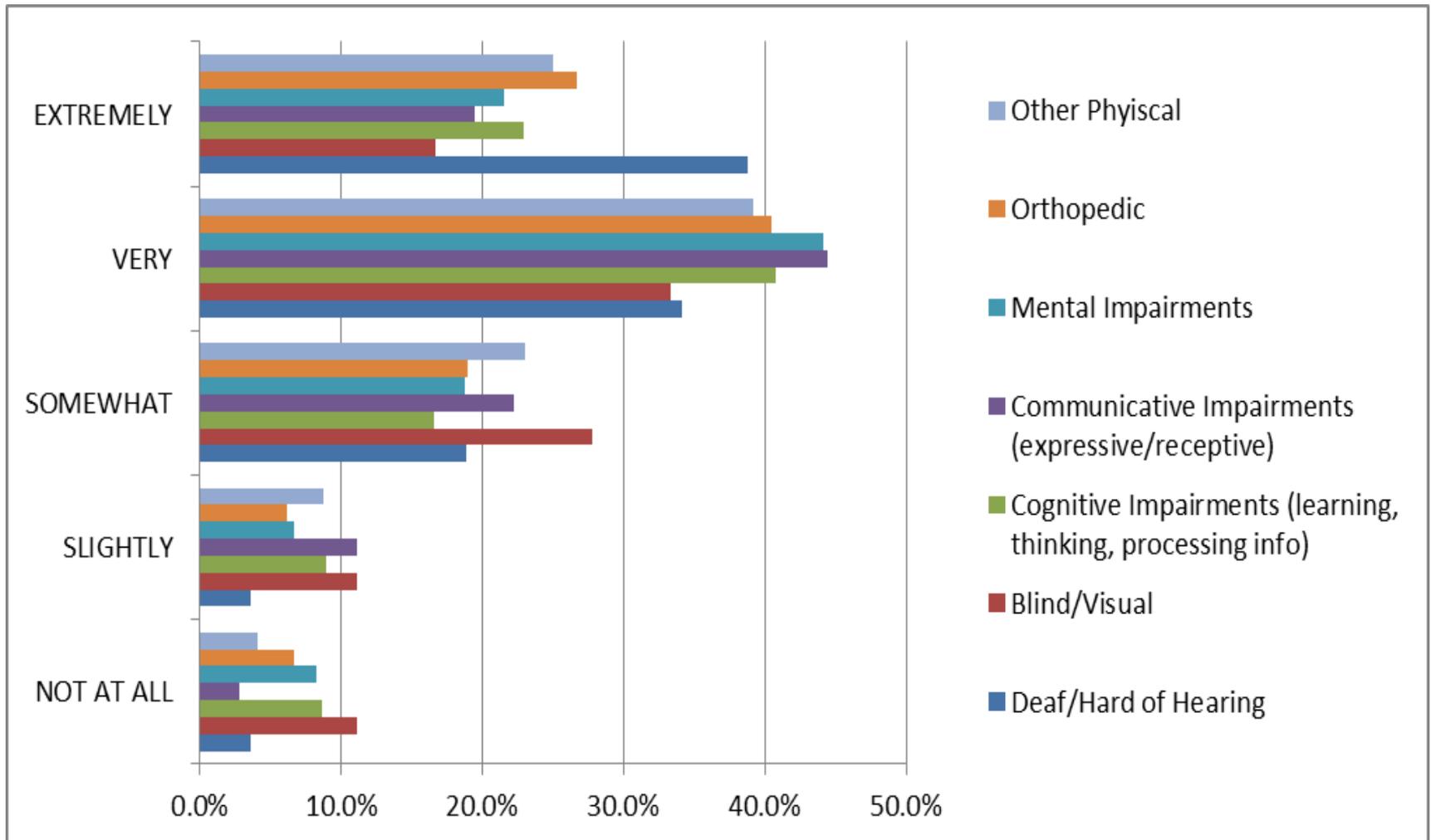
Response Rate by Impairment

Deaf/ Hard of Hearing	Blind/ Visual	Cognitive Impairments	Communicative Impairments	Mental Impairments	Orthopedic	Other Physical
85 (8%)	18 (1.8%)	314 (29.8%)	36 (3.4%)	256 (24.3%)	195 (18.5%)	148 (14.1%)

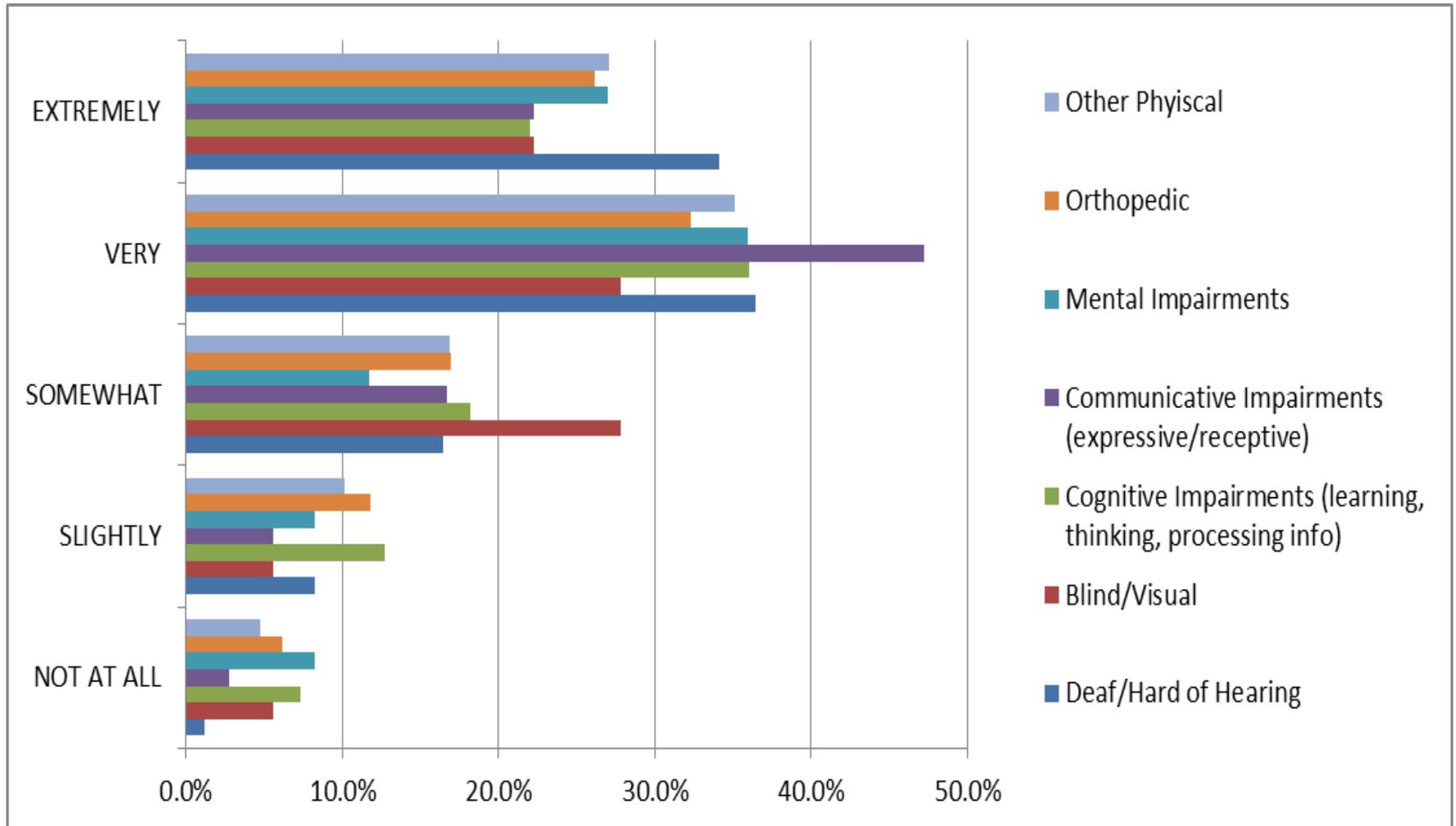
Satisfaction with your DVR experience



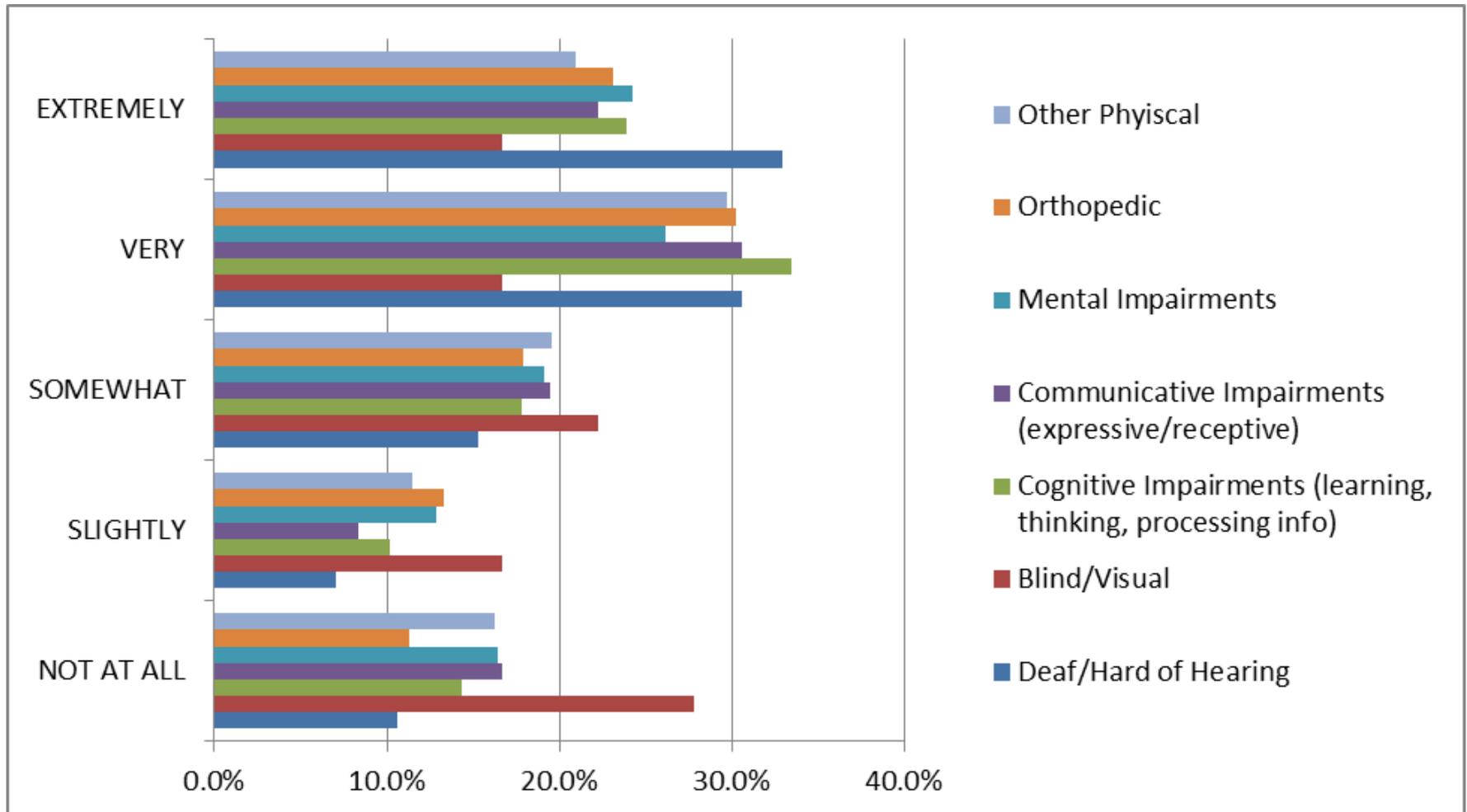
Supportiveness of your goals by DVR



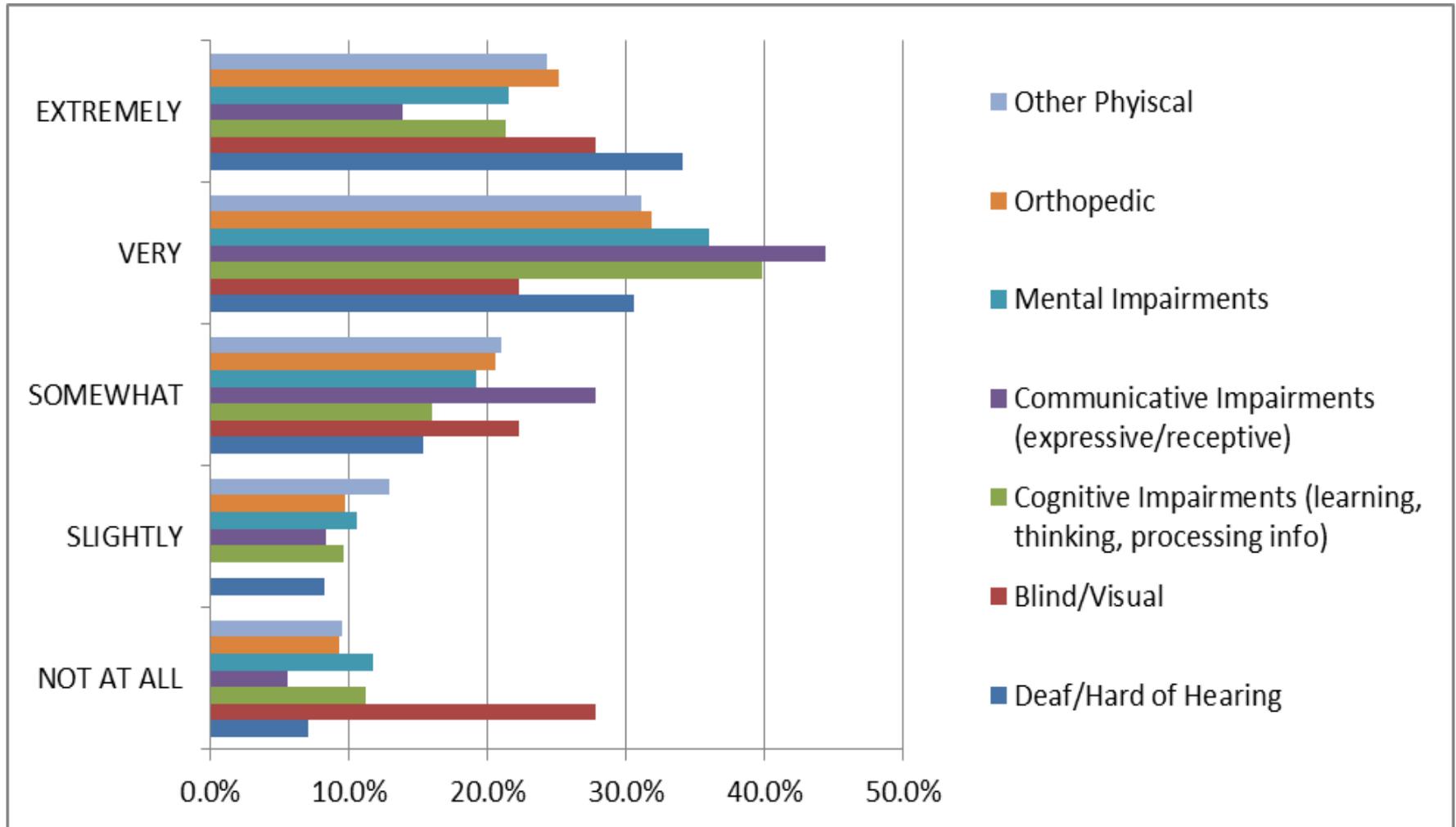
DVR acted in your best interest



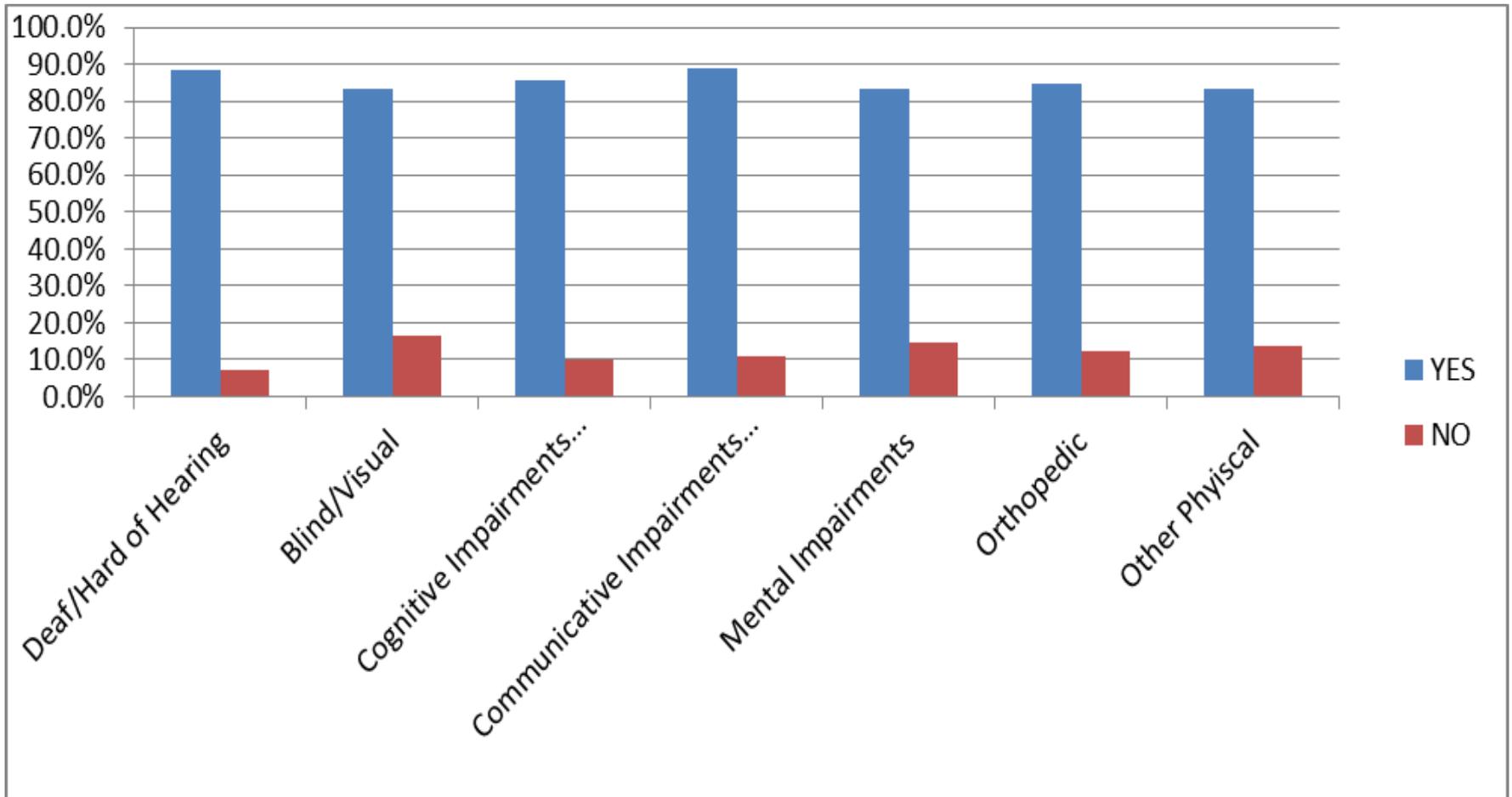
Supportiveness in helping get, retain, improve, or get a better job



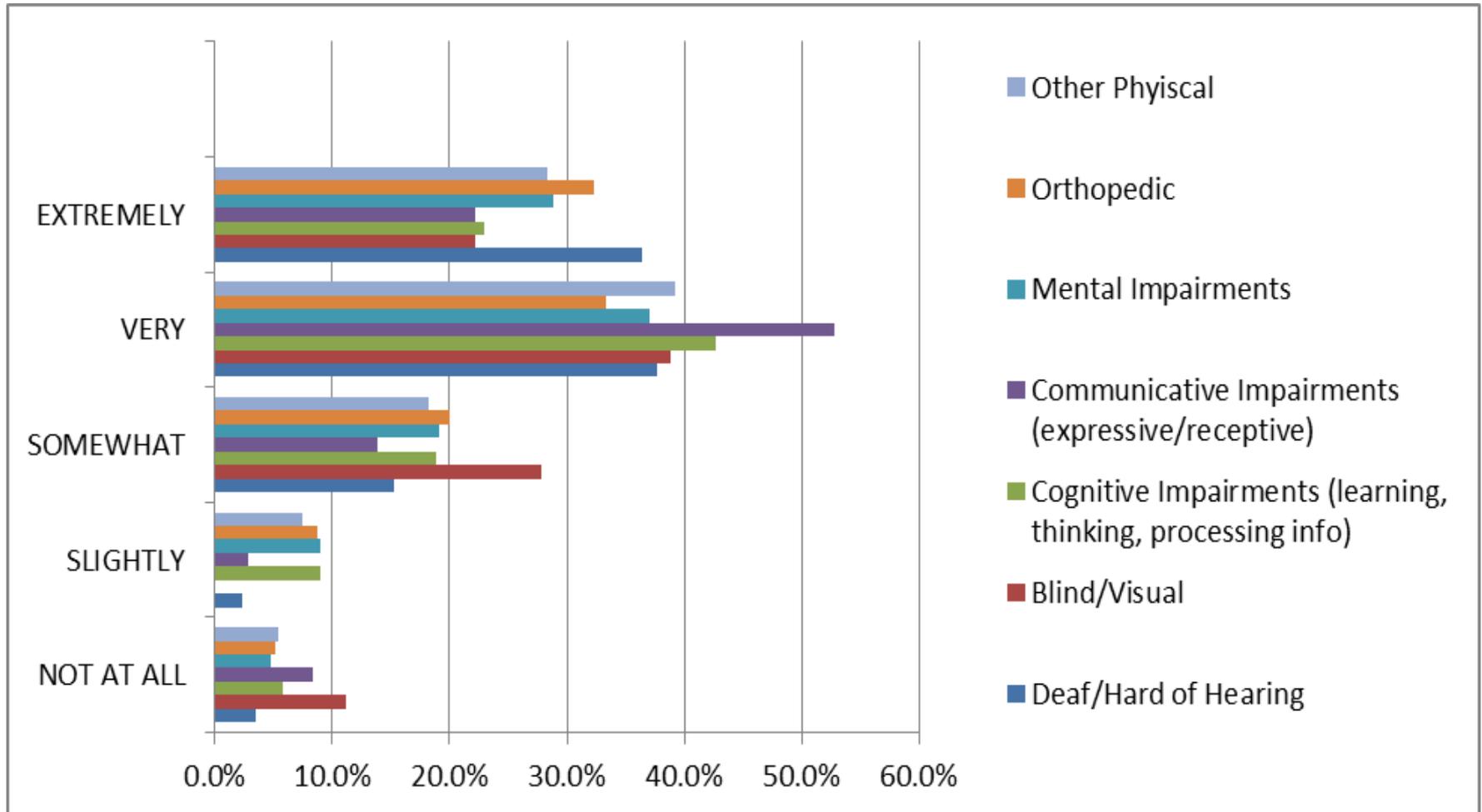
Helpfulness of information provided to help decide services needed



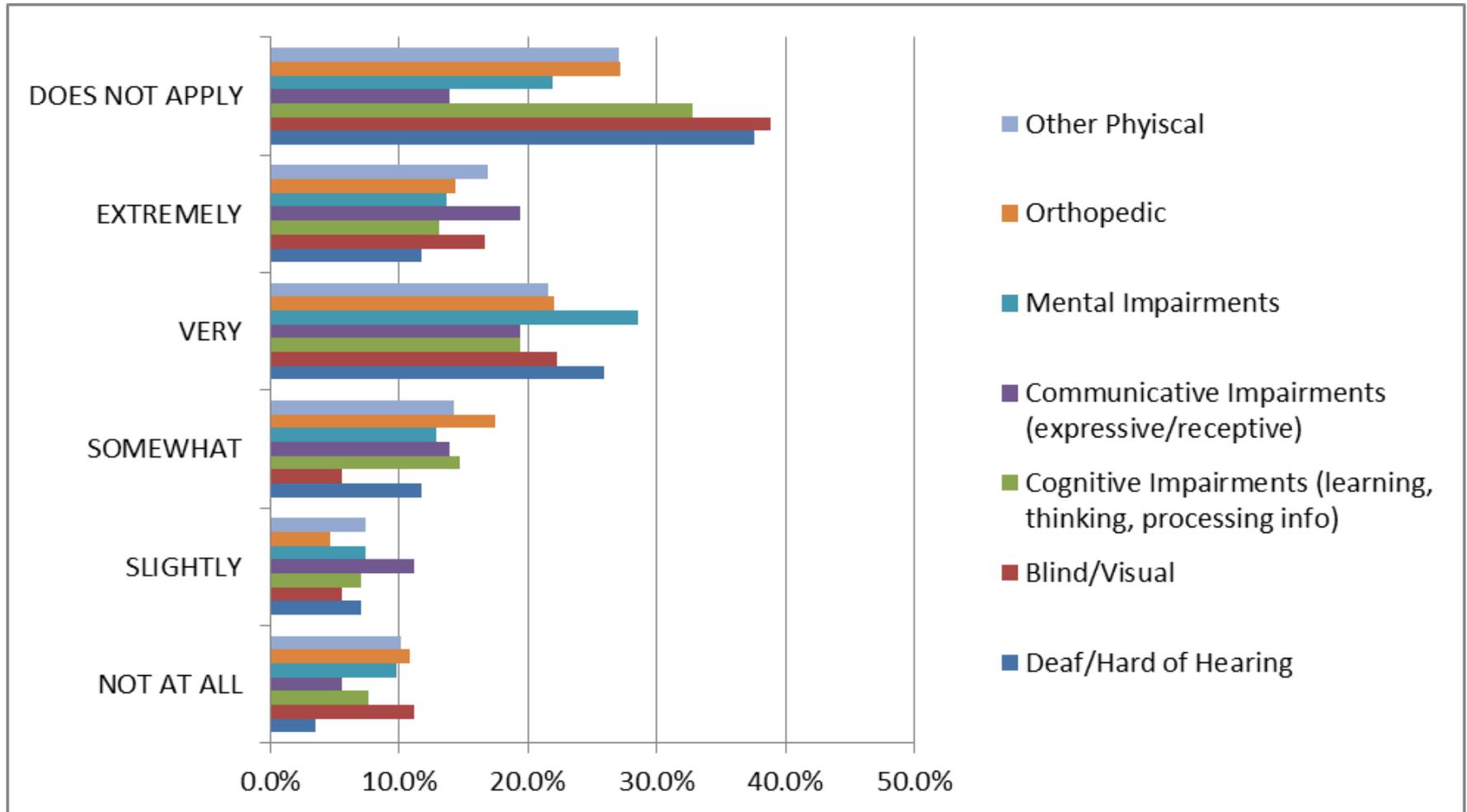
Information provided was easy to understand



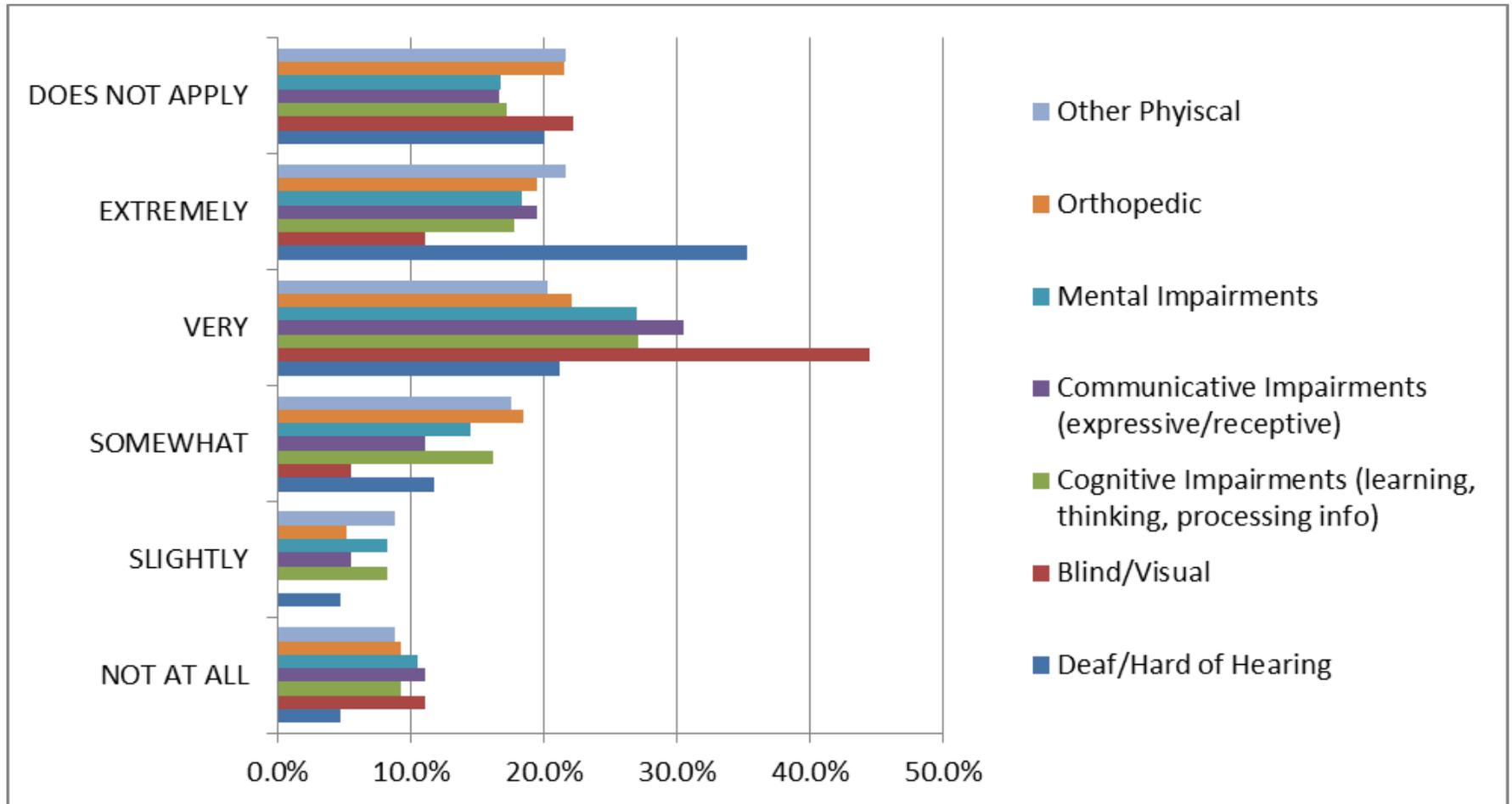
Counselor explanation of what DVR services were available



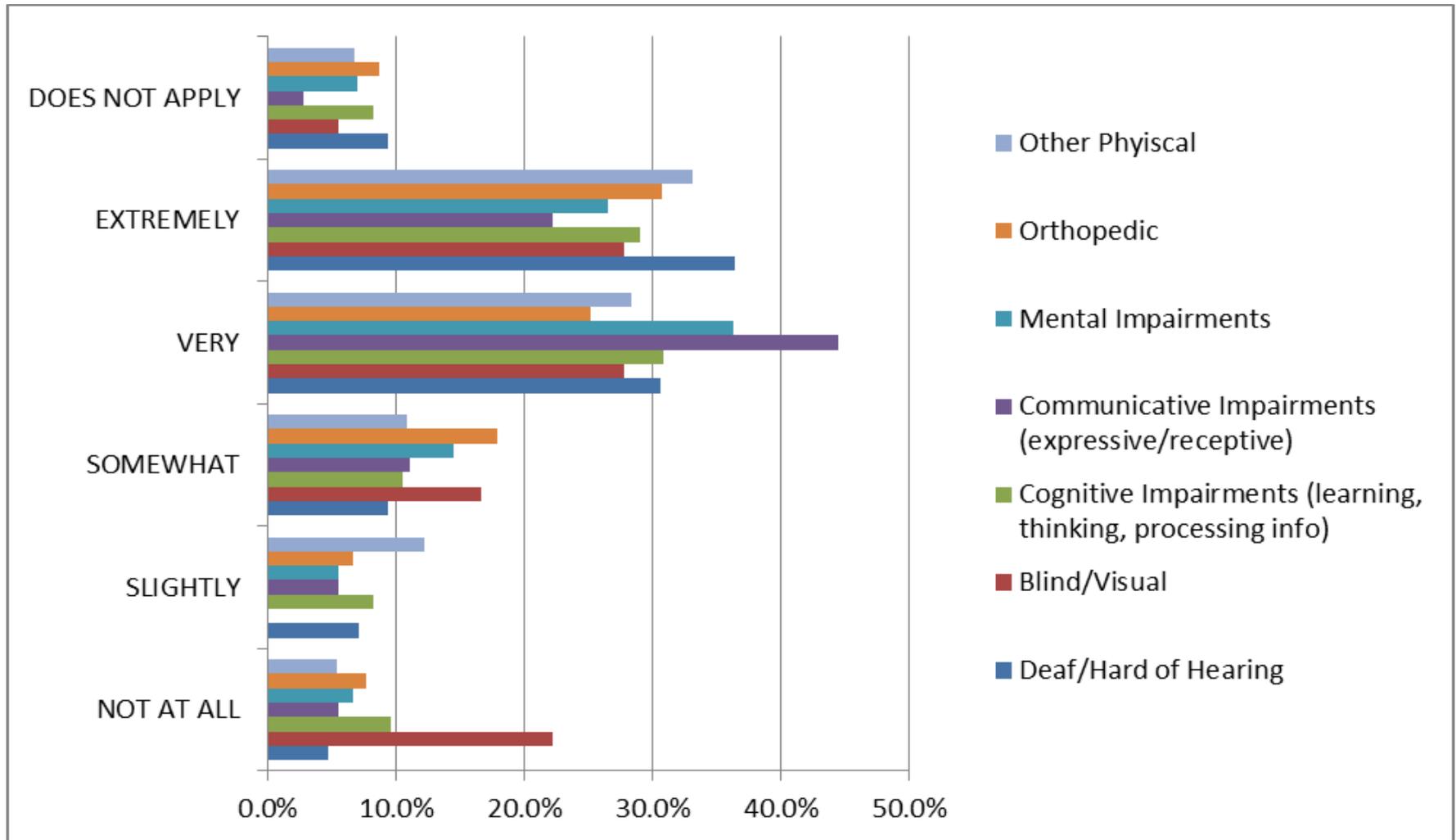
Importance in meeting goal- career counseling



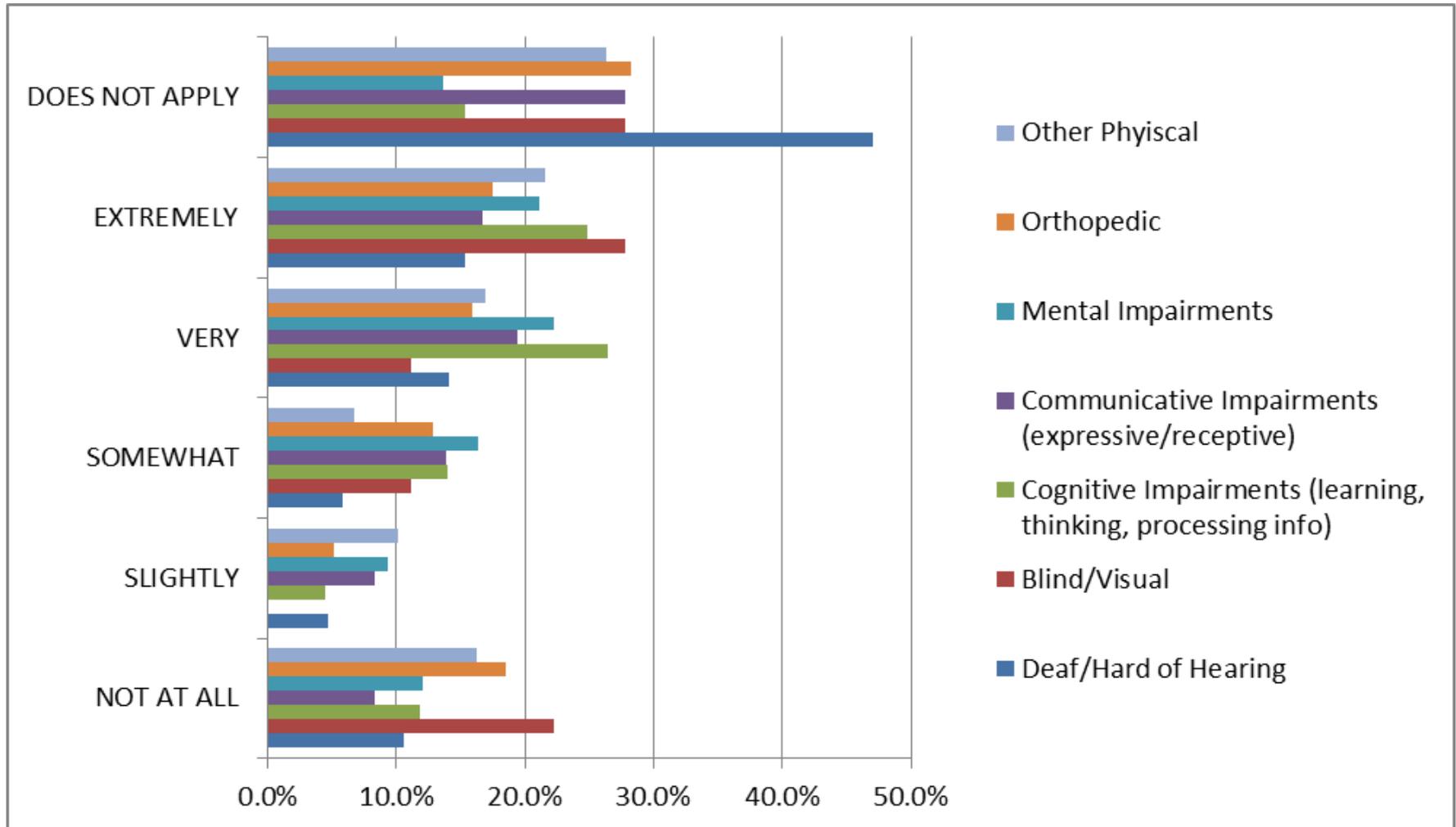
Importance in meeting goal-understanding disability



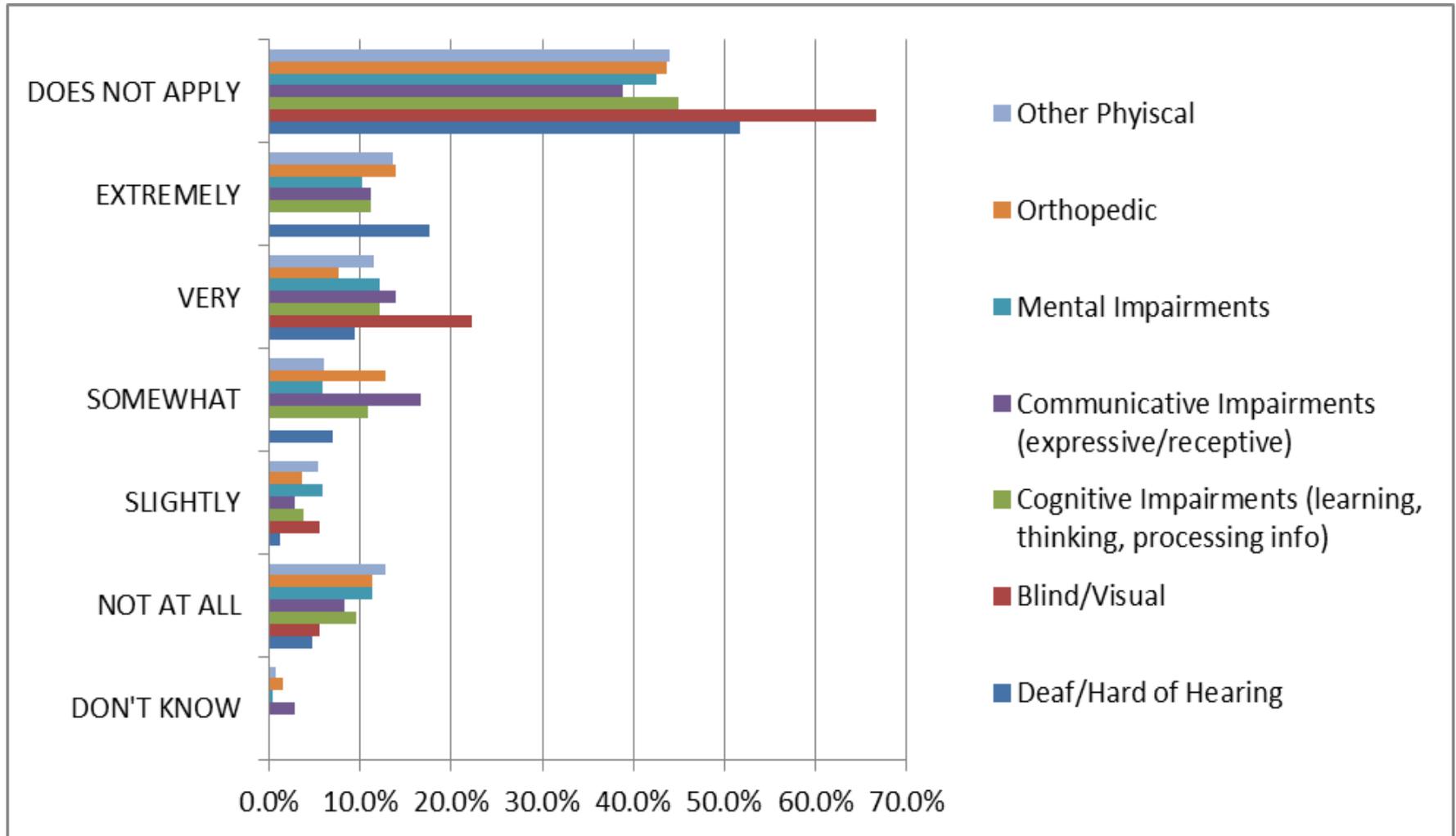
Importance in meeting goal- relationship with and support from counselor



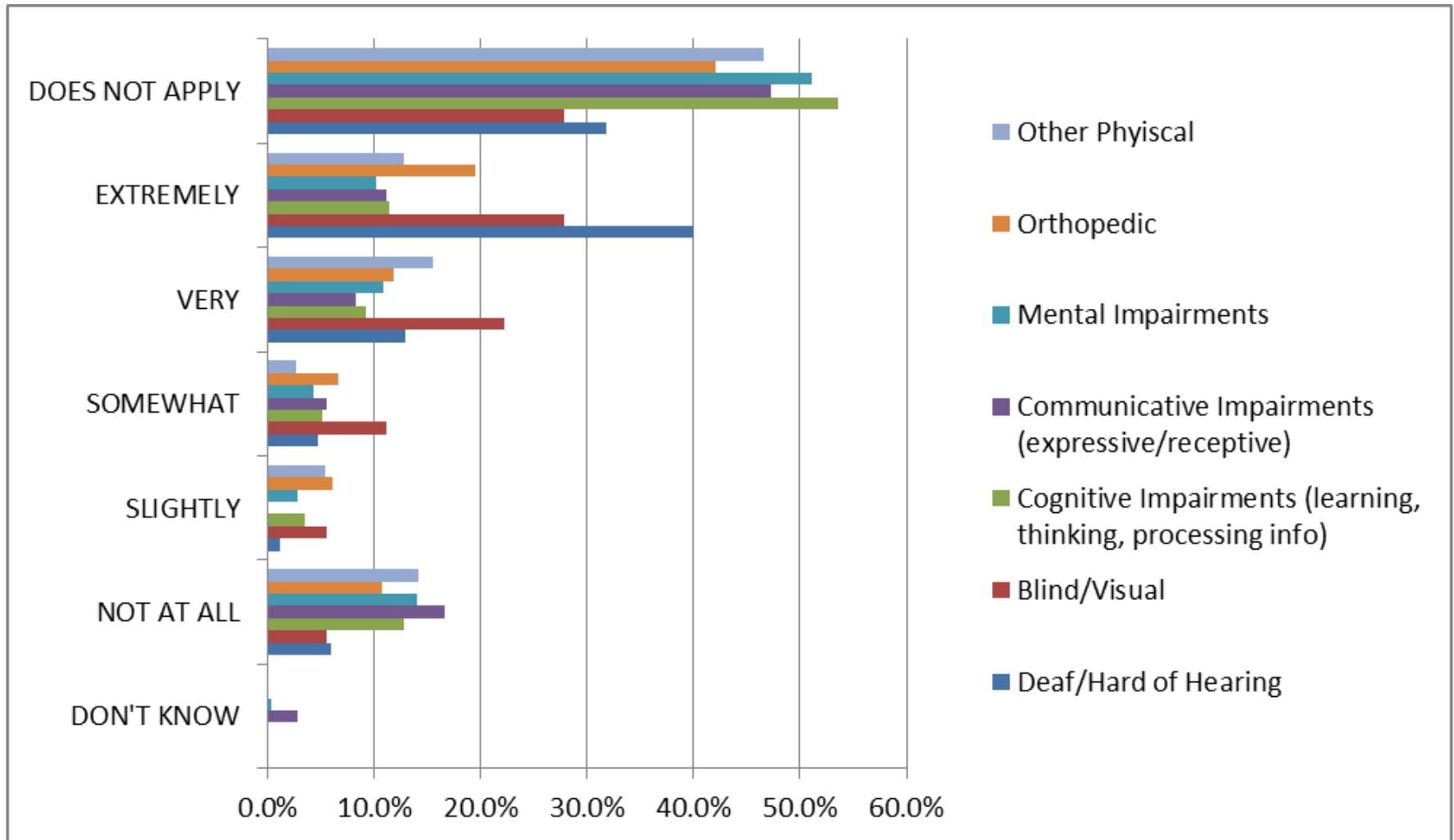
Importance in meeting goal- employment placement



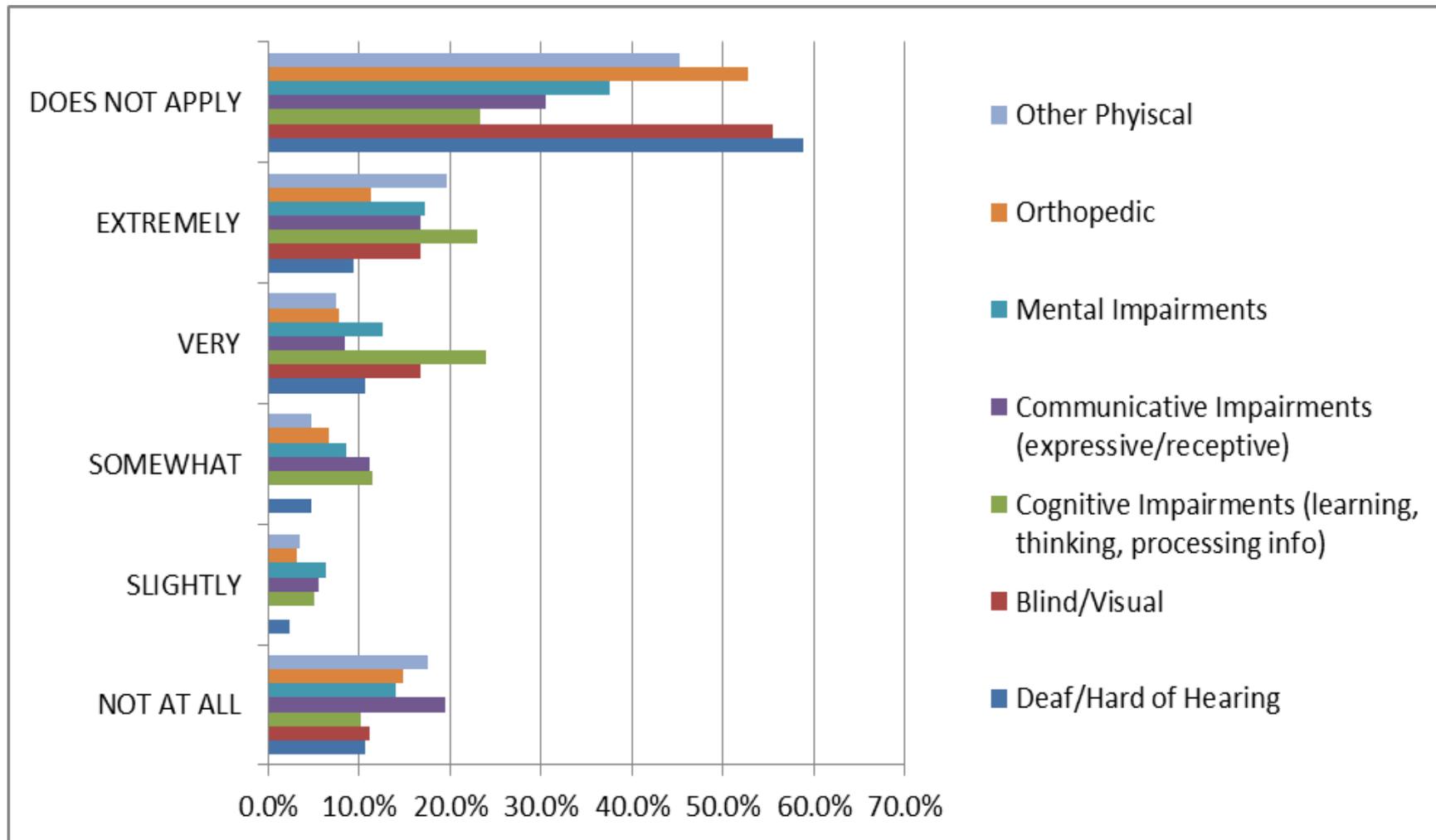
Importance in meeting goal- restorative services



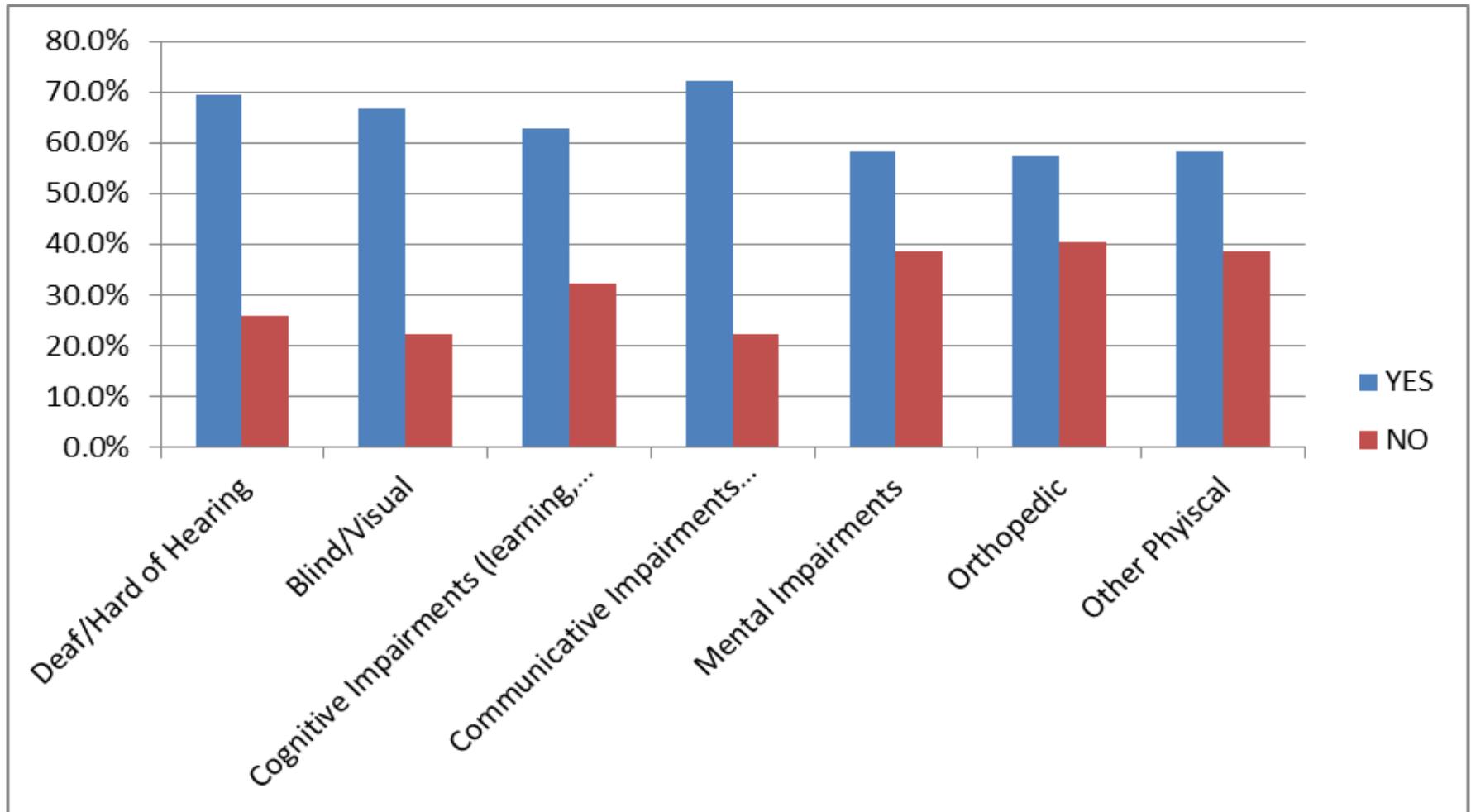
Importance in meeting goal- special equipment



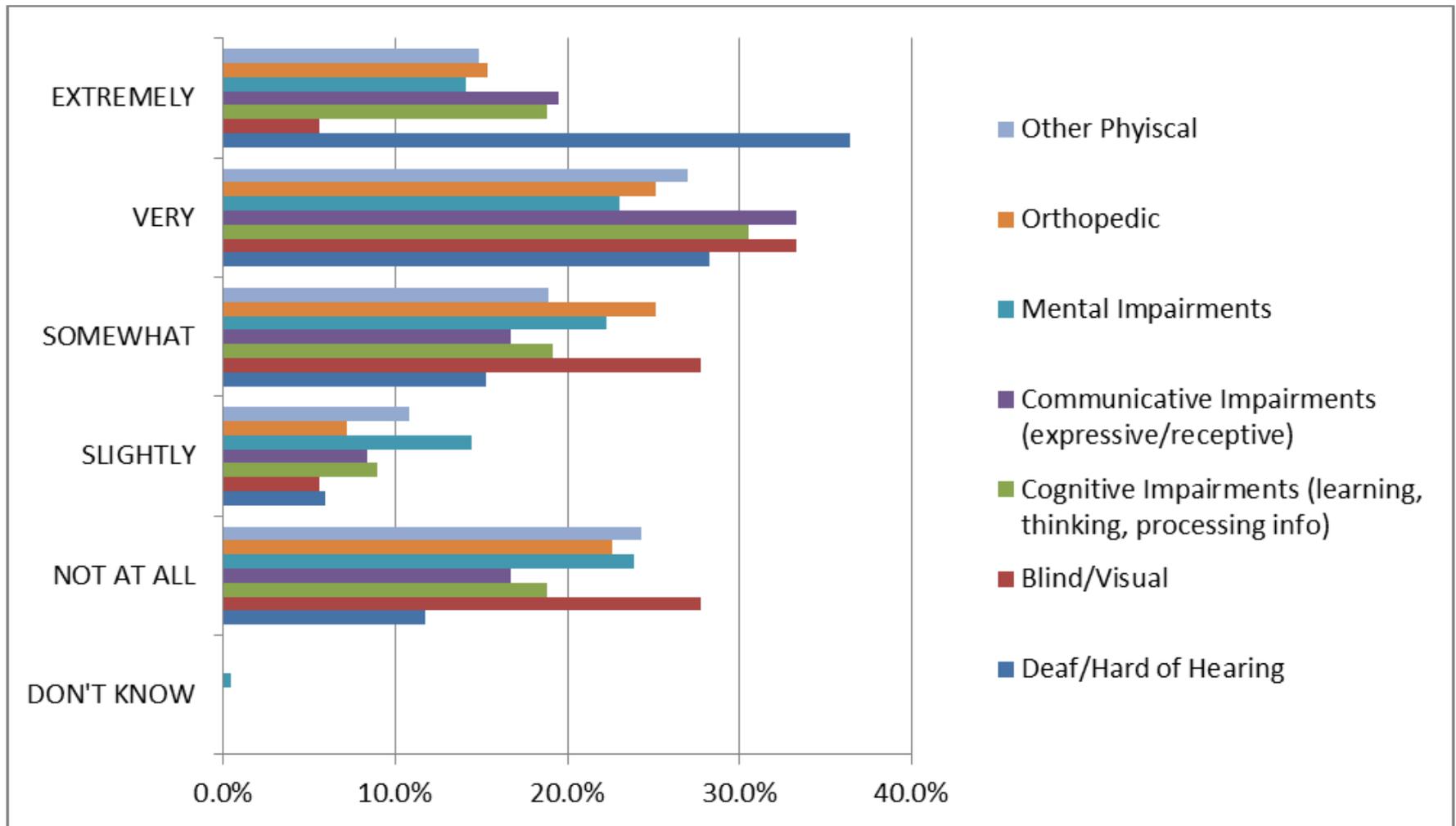
Importance in meeting goal- On-the-job-training



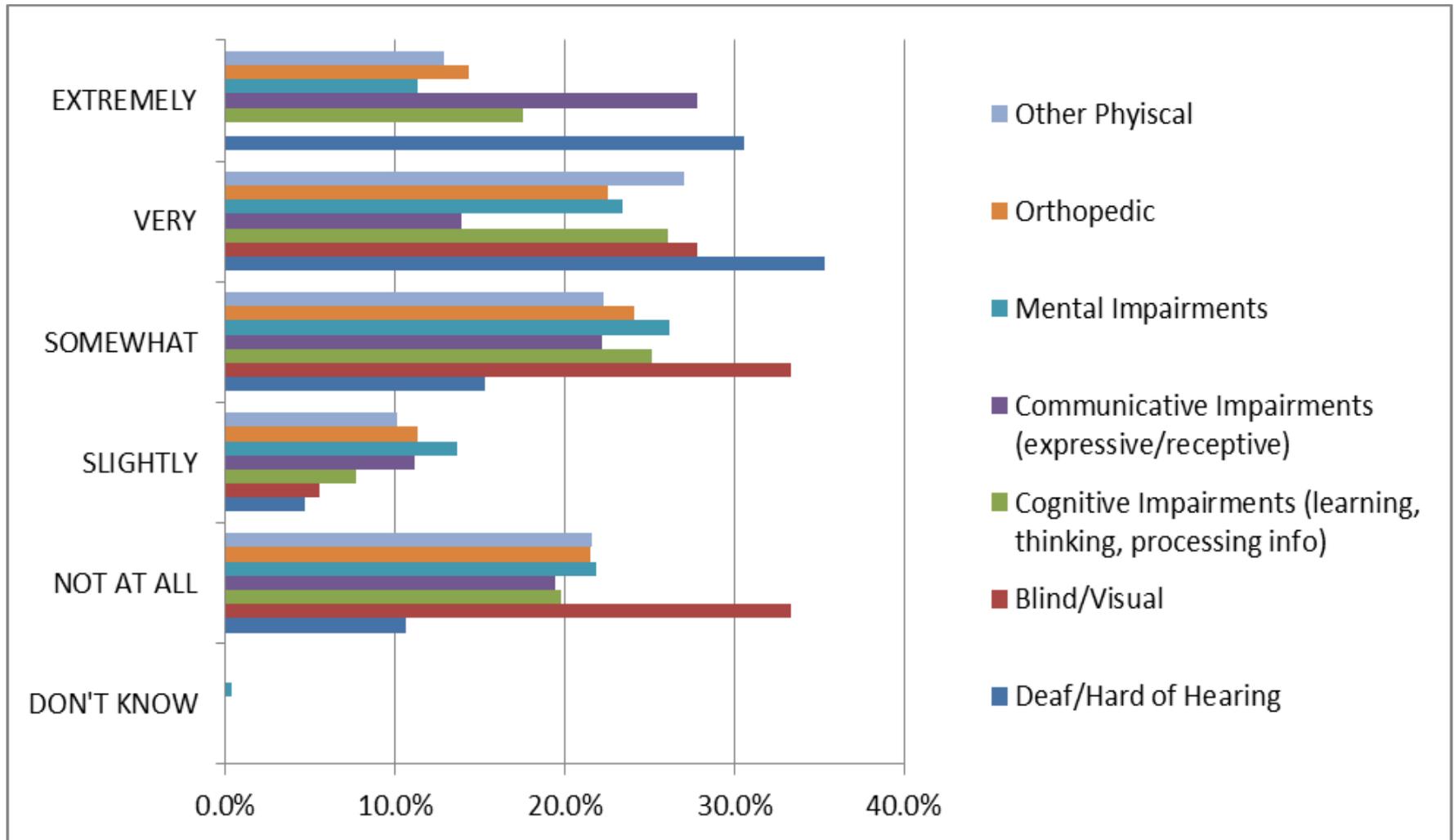
Able to get all the services you thought you needed



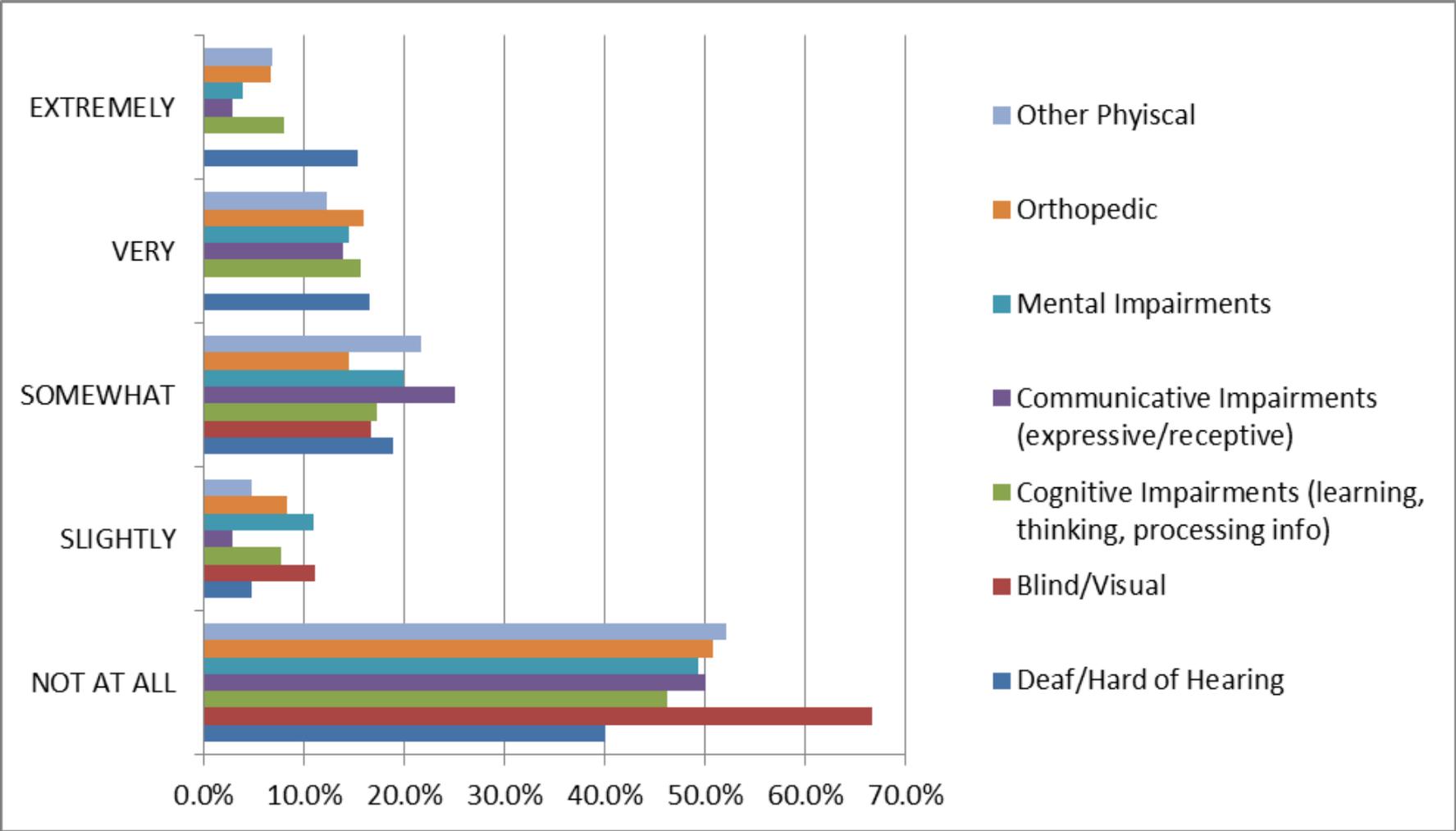
Better equipped to work and remain employed



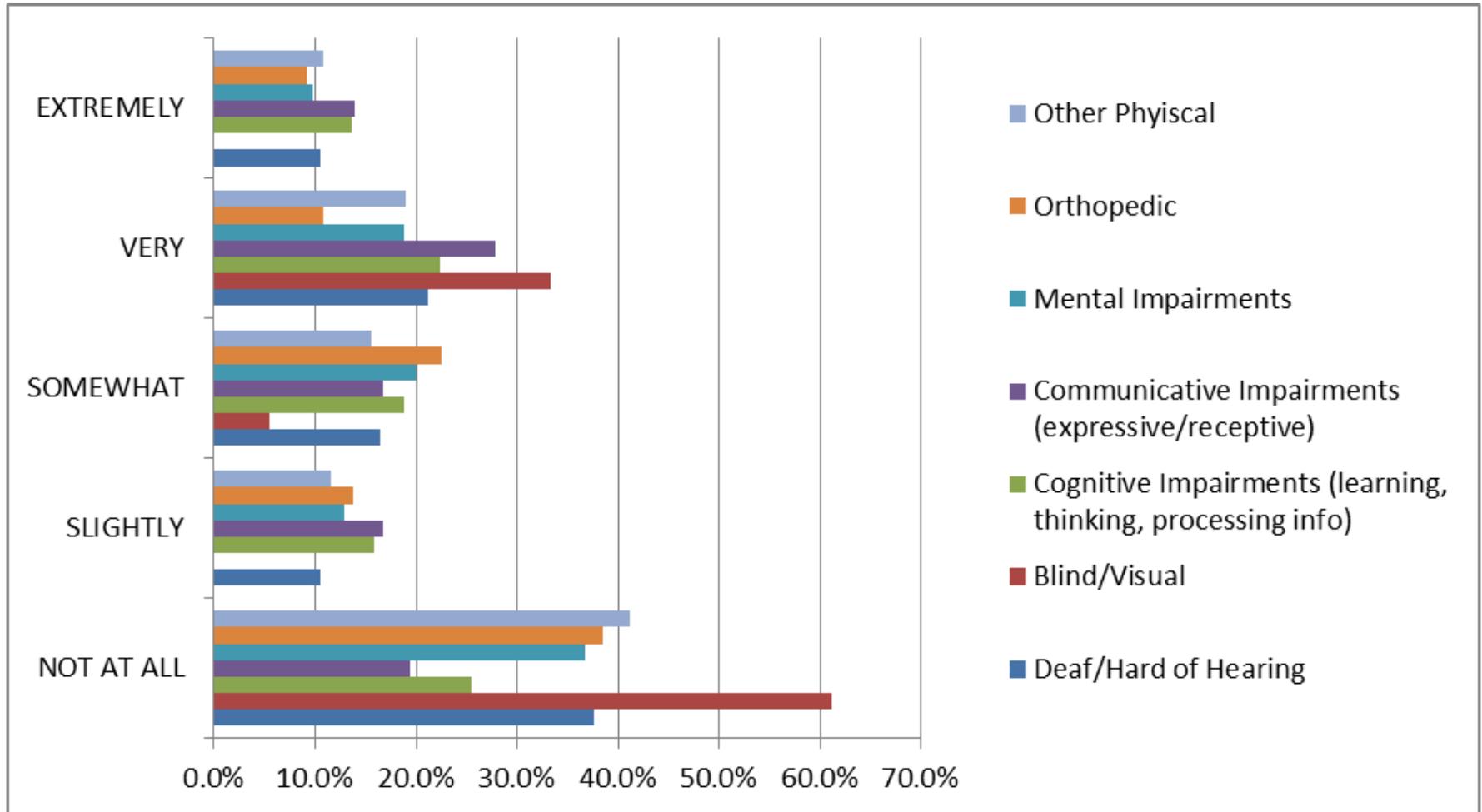
Better equipped to deal with your disability in employment



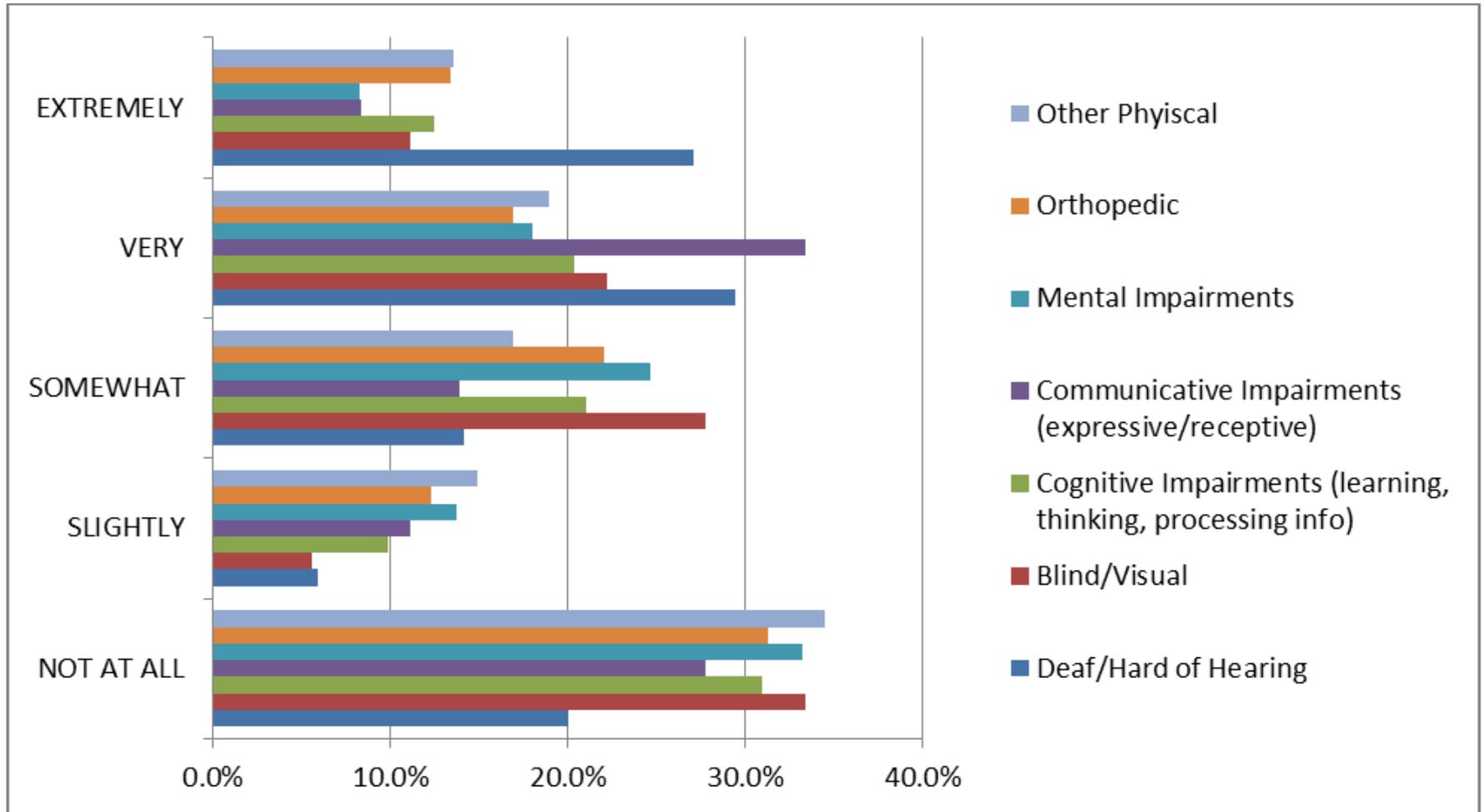
Improved quality of life- physical health



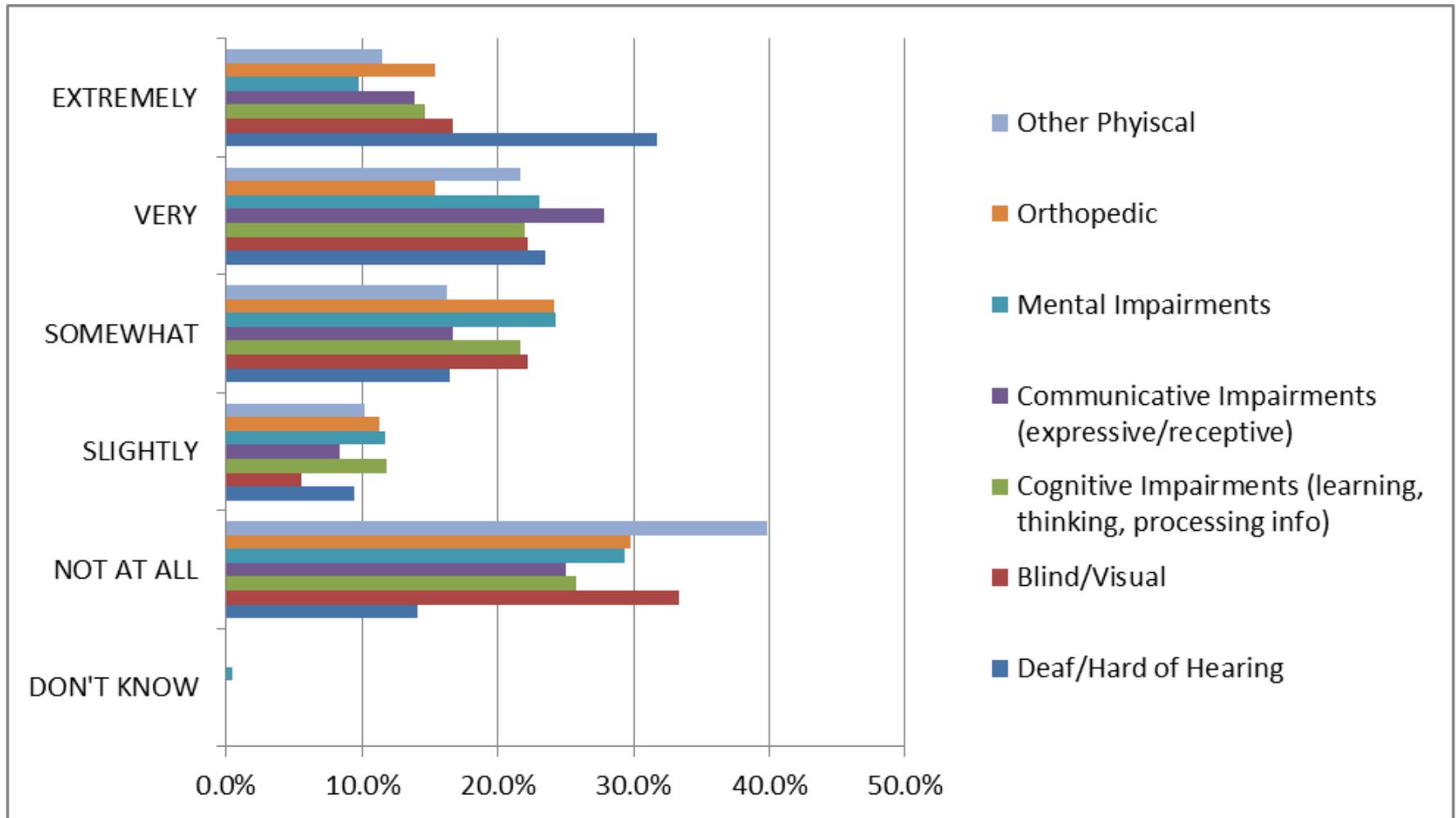
Improved quality of life- income



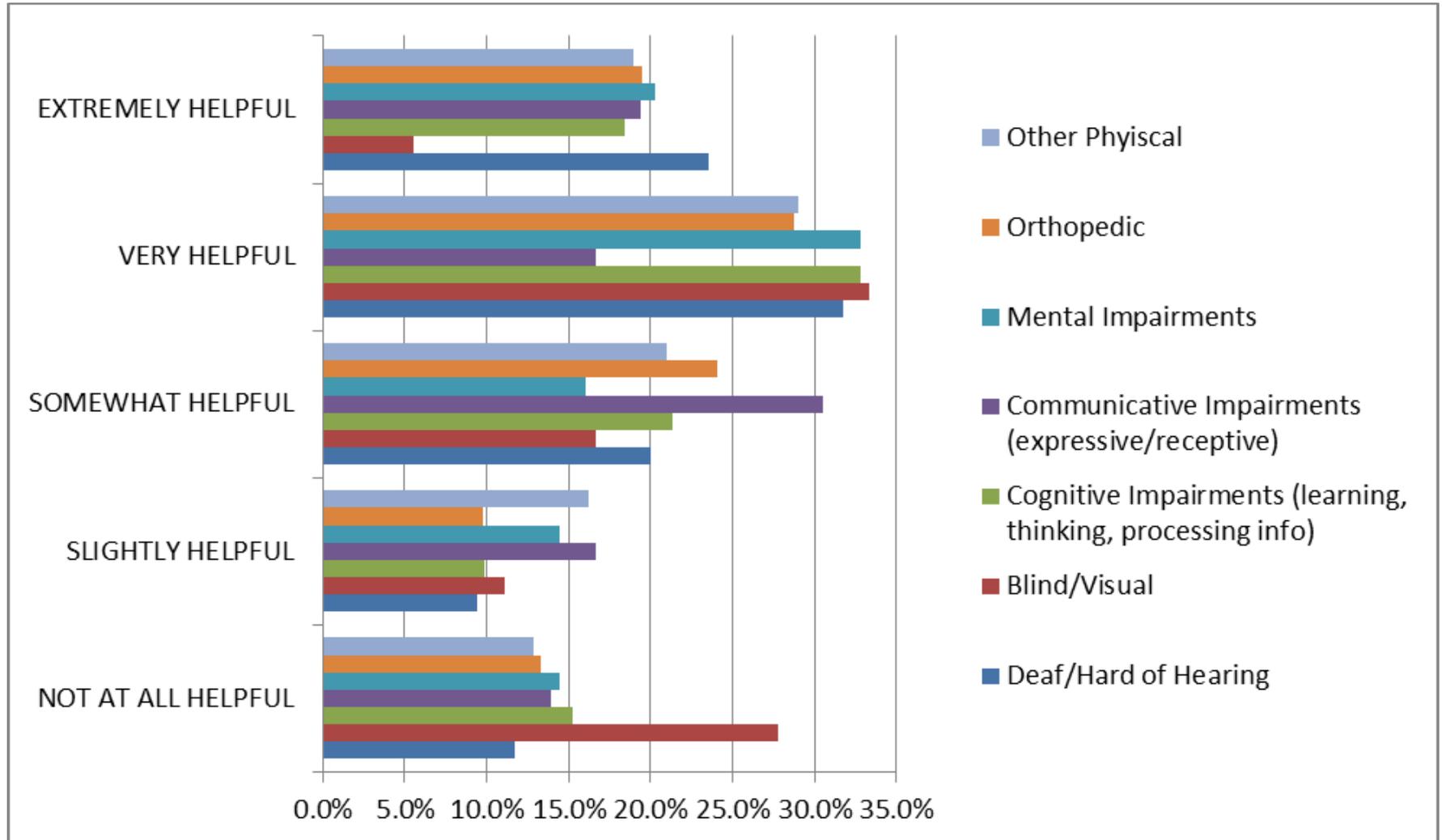
Improved quality of life- mental and emotional health



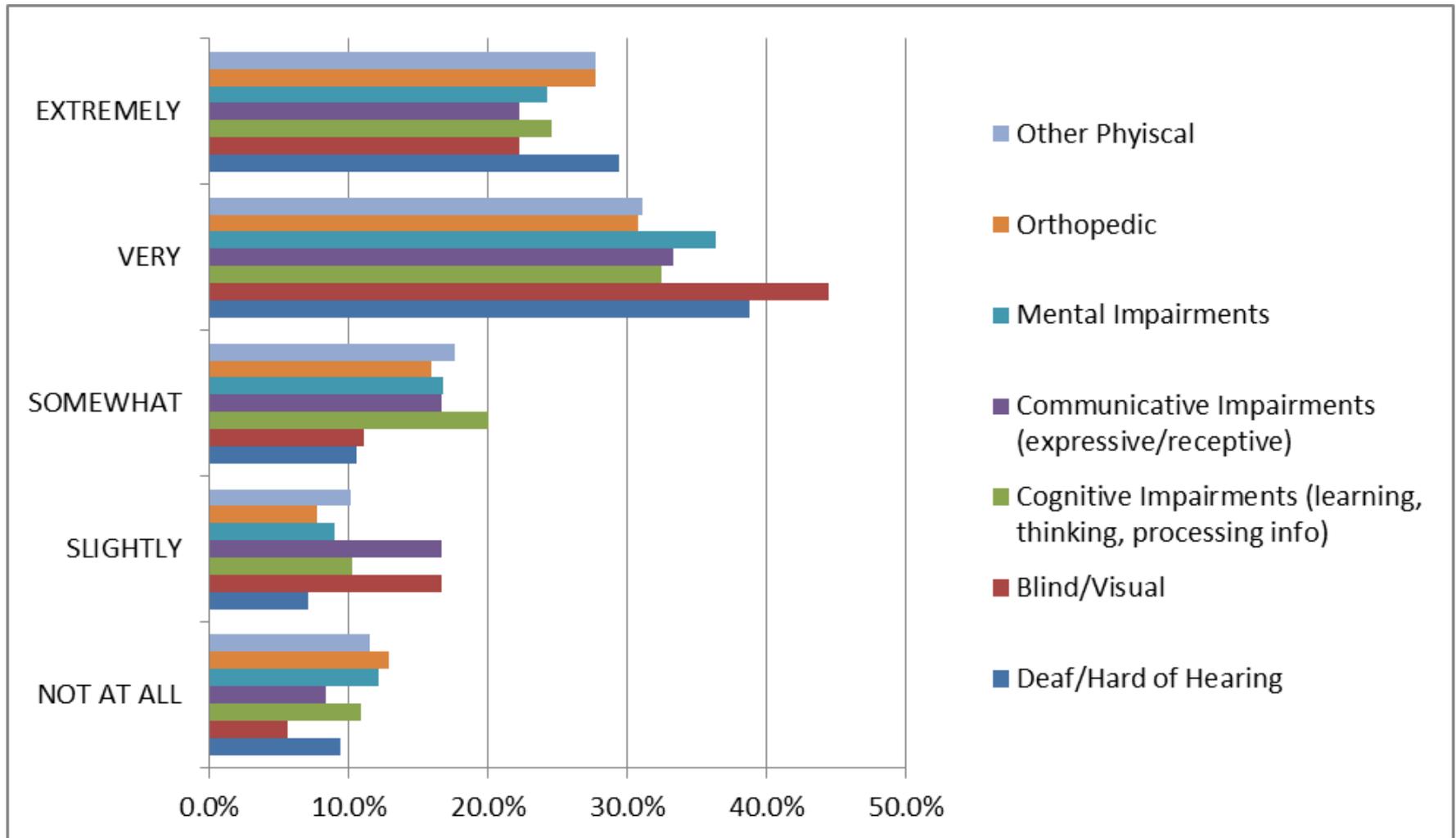
Improved quality of life- ability to do things you want



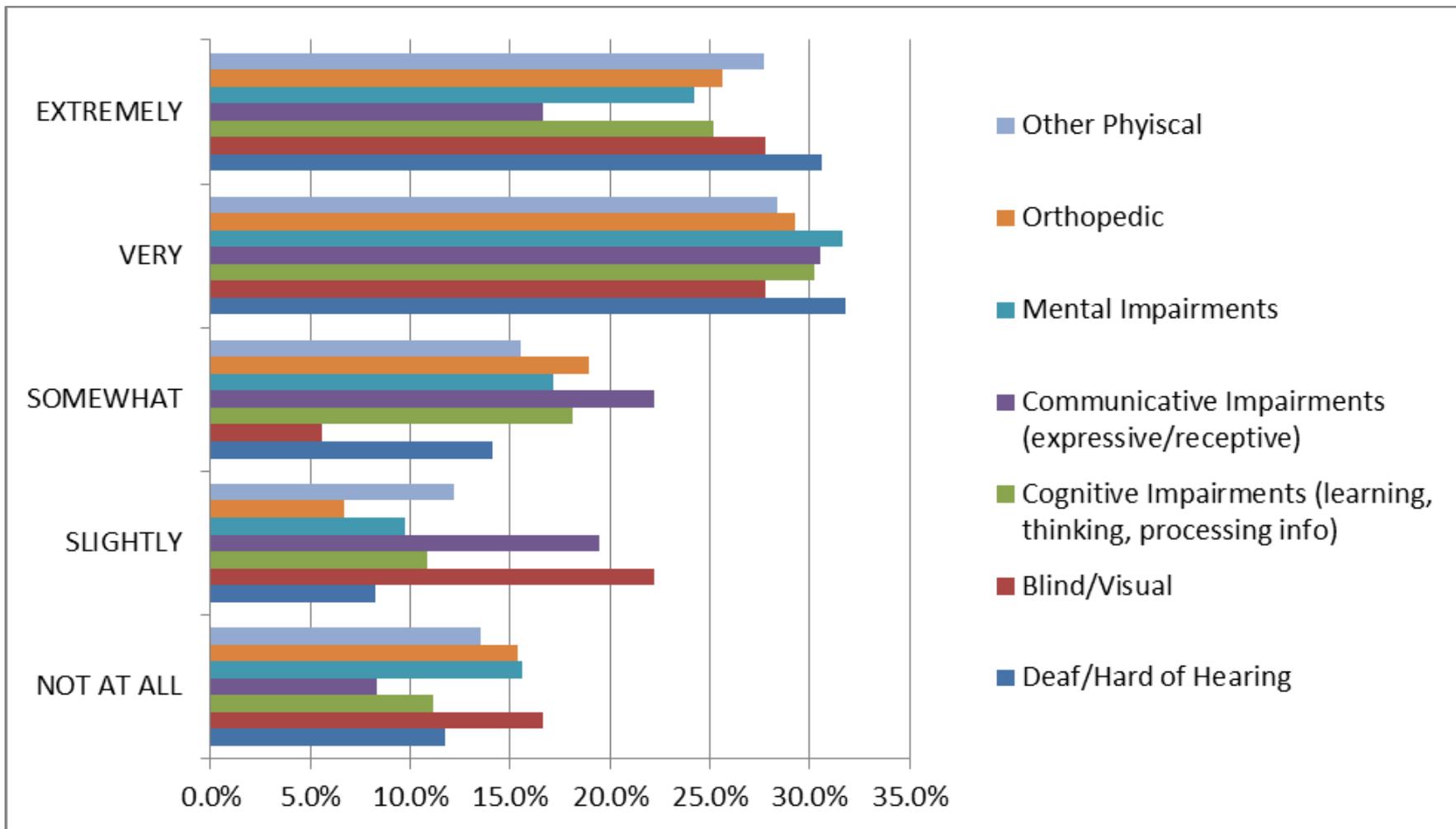
How helpful was your counselor in obtaining information you needed



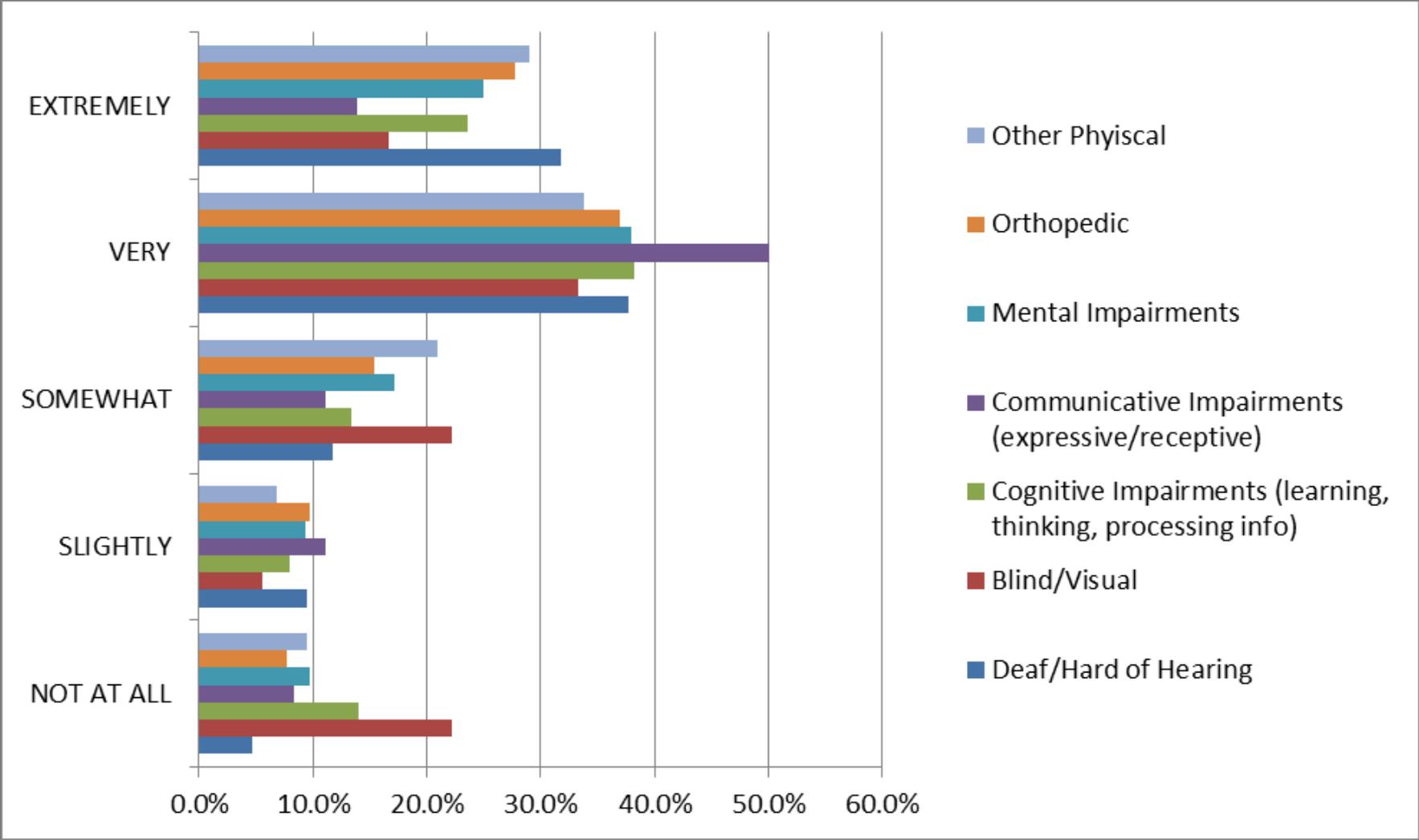
Did your counselor believe you could improve your employment



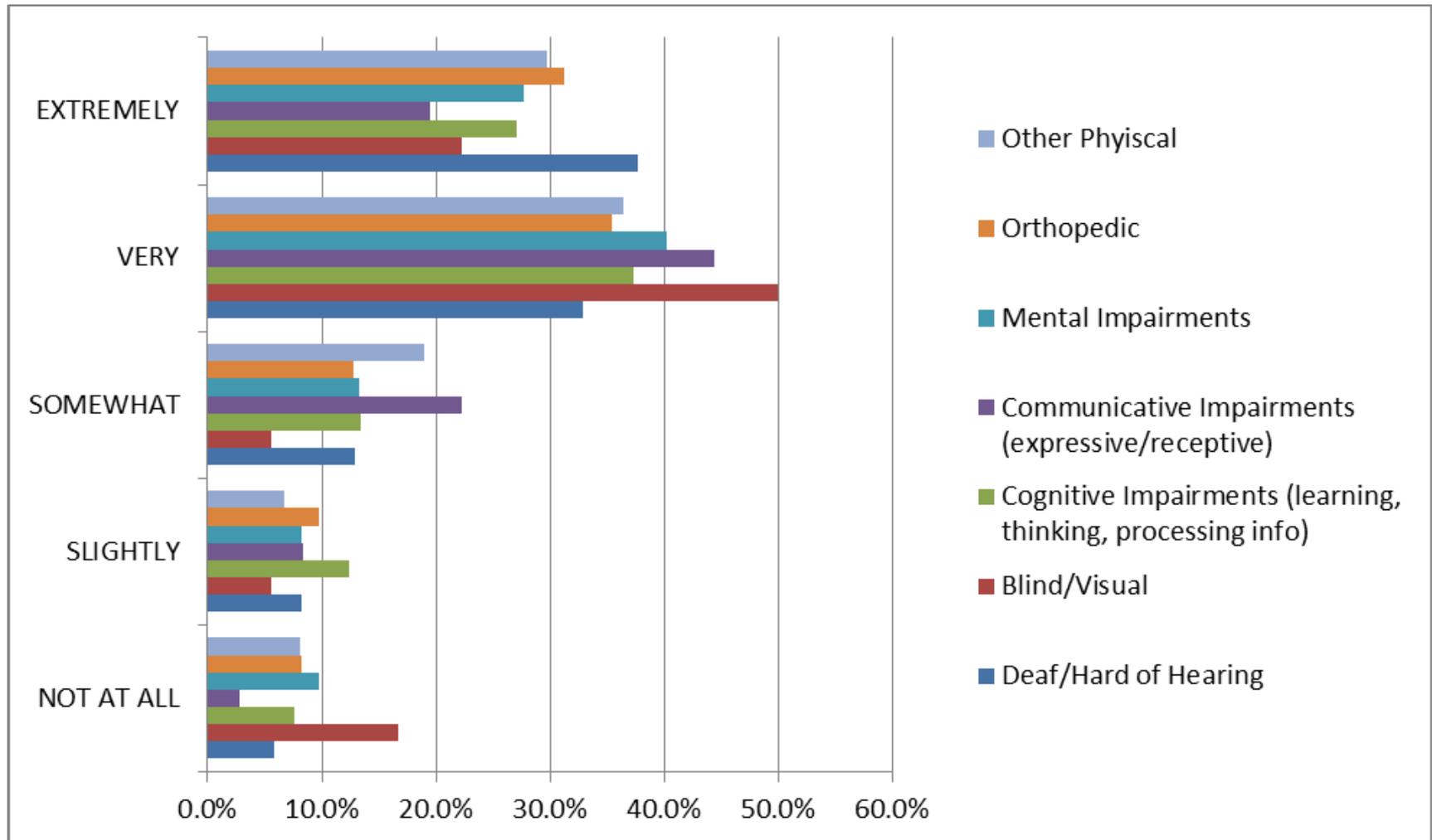
Did your counselor help you believe you could your employment



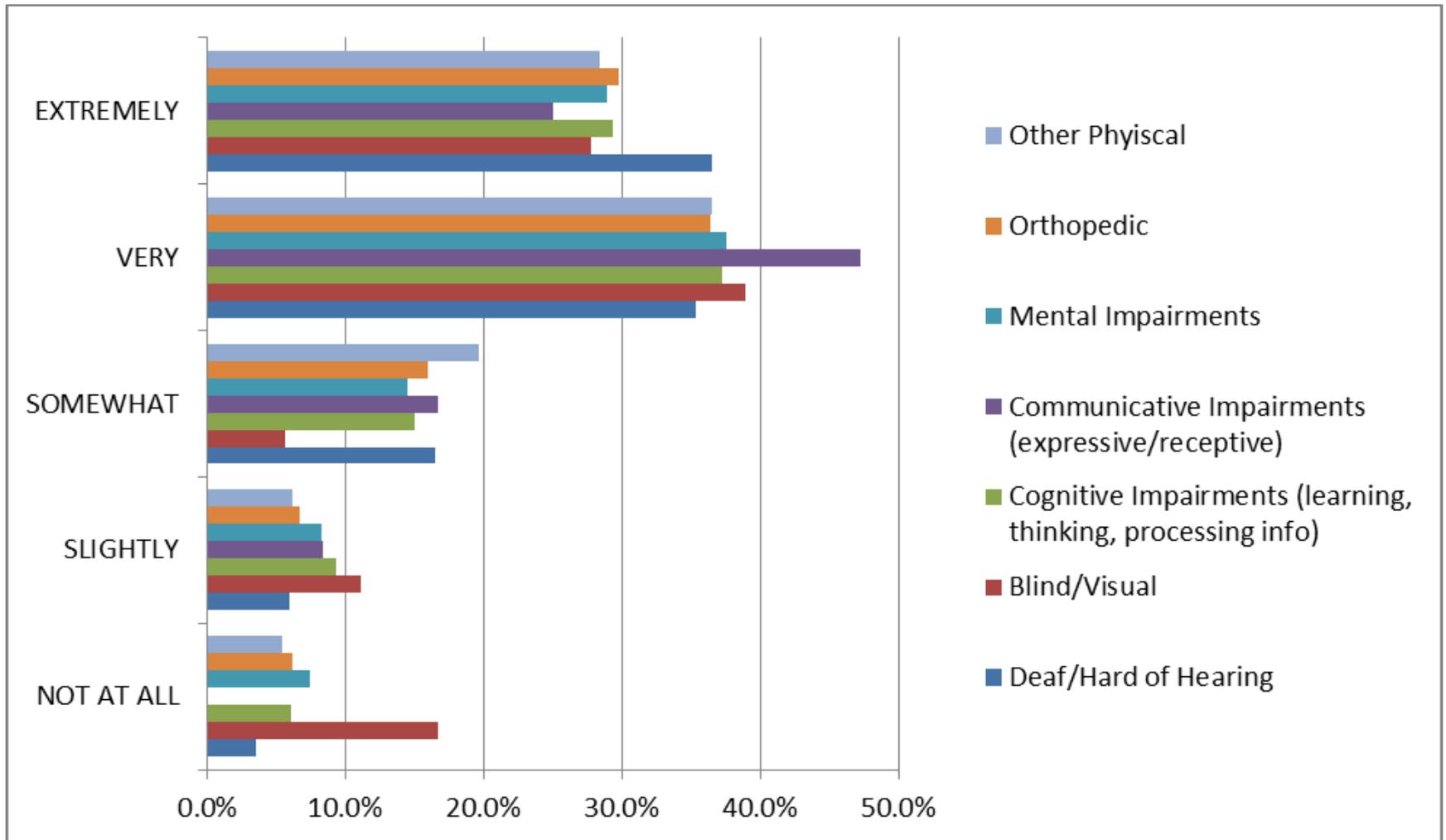
Responsiveness-returning phone calls



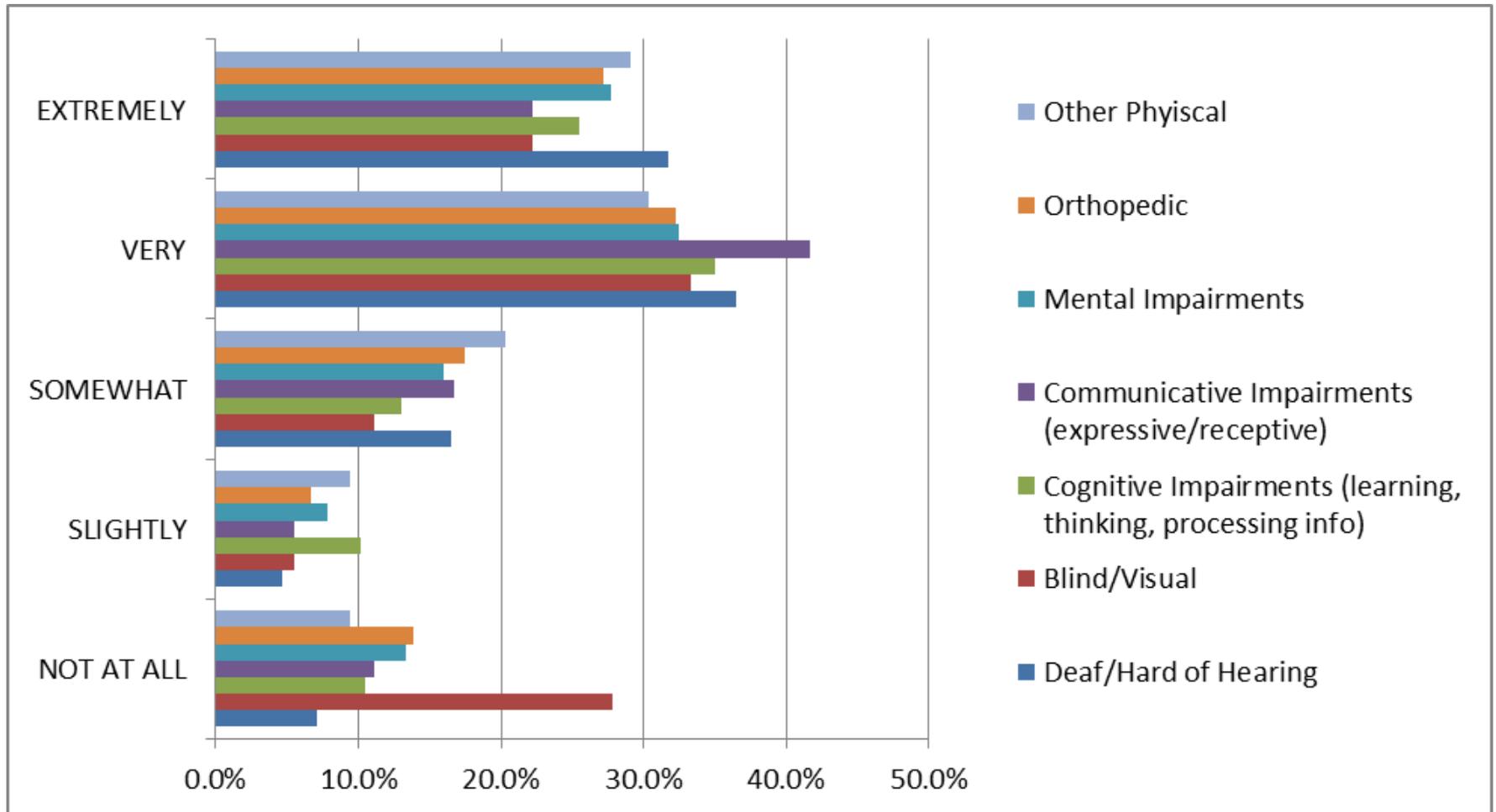
Responsiveness-listening to concerns and needs



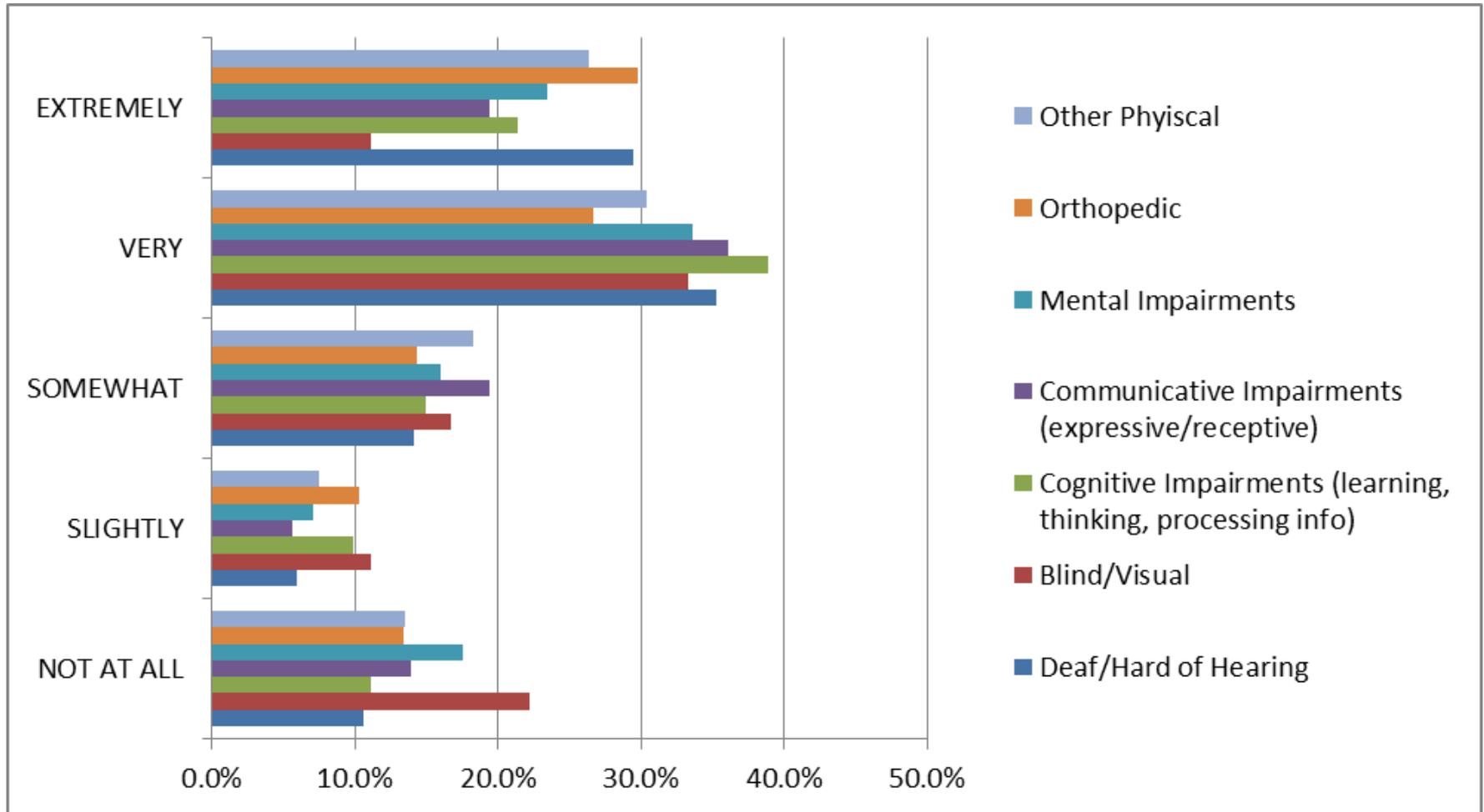
Responsiveness-answering your questions



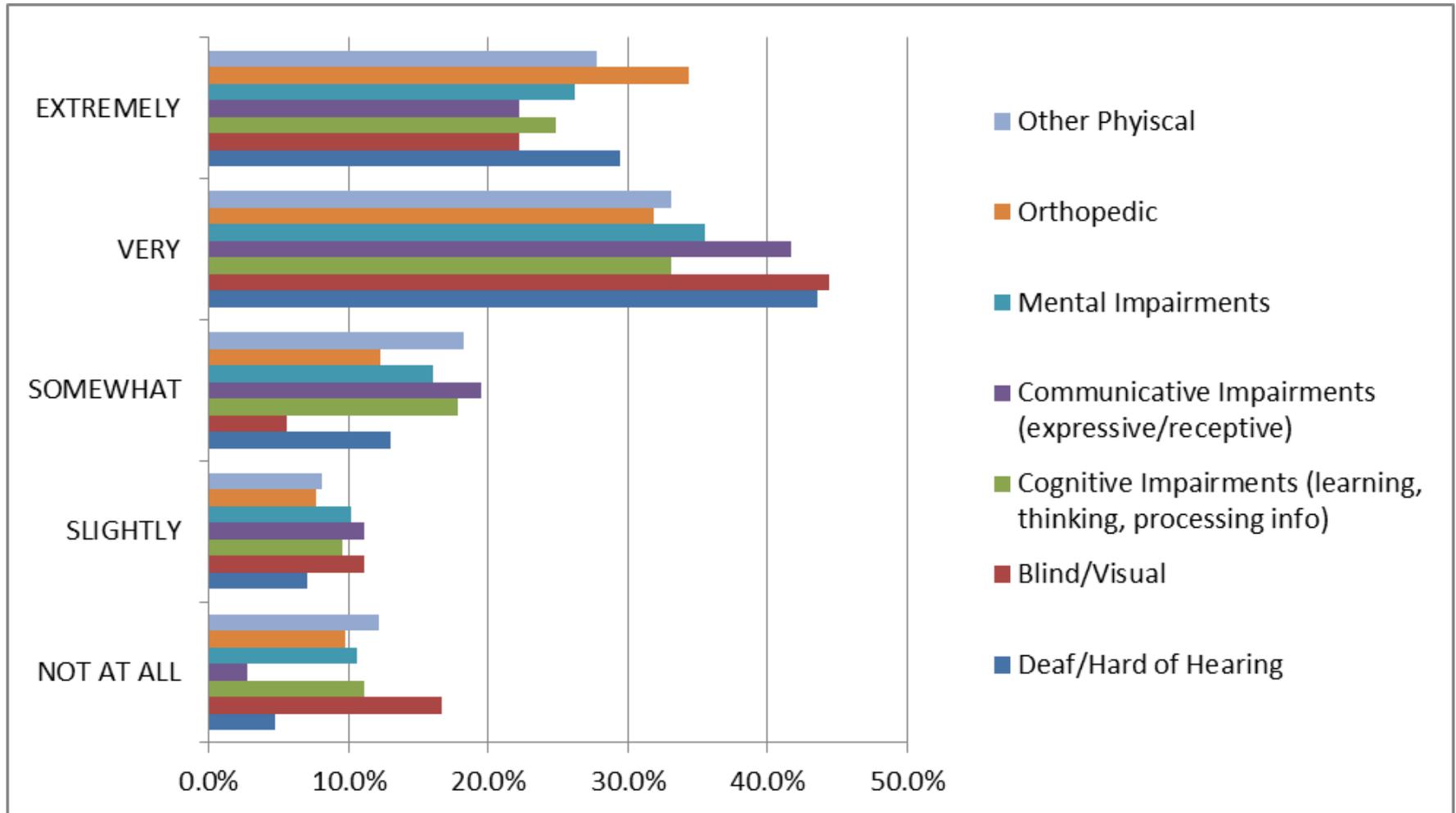
Responsiveness-understanding problems you faced



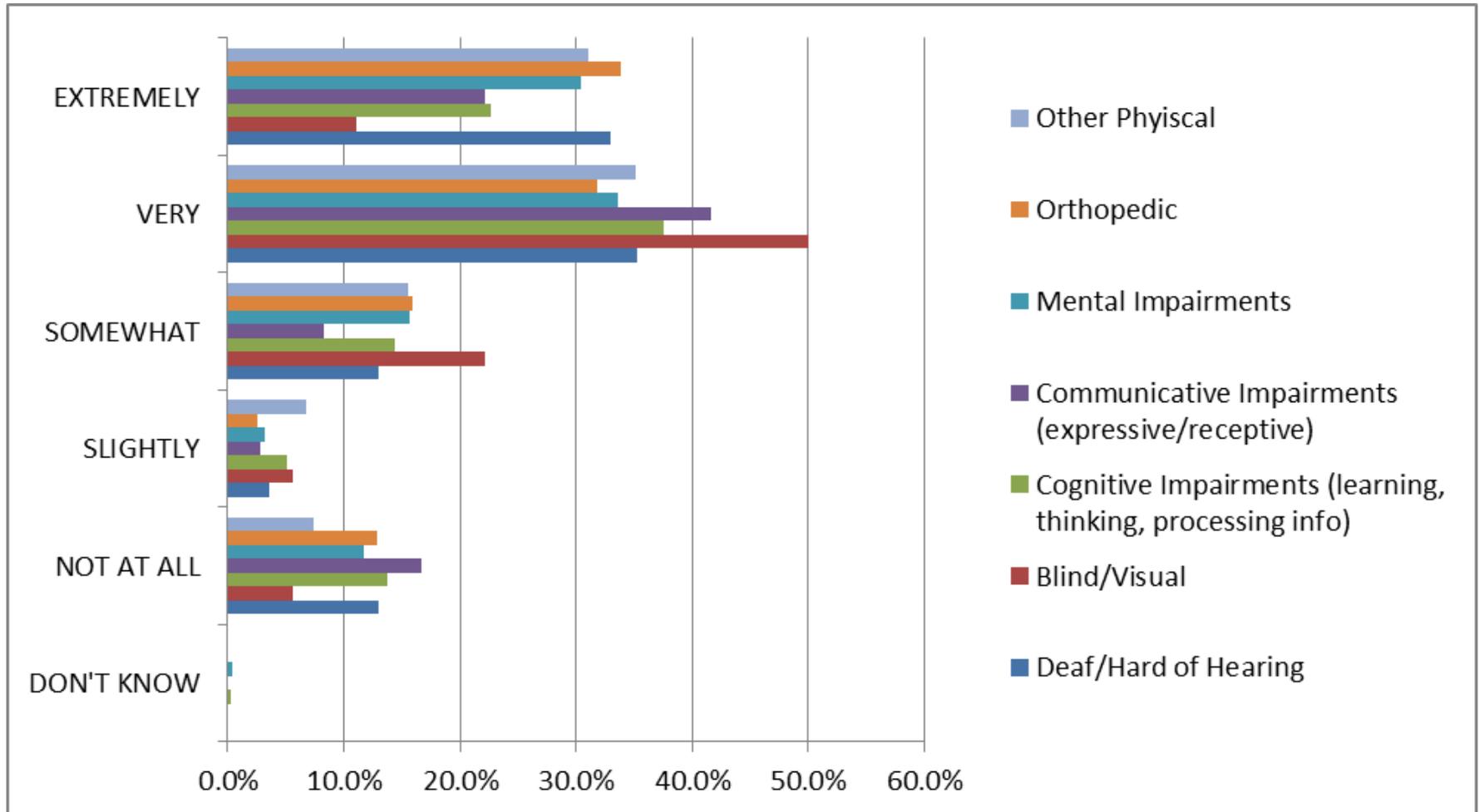
Responsiveness-dealing with complaints/concerns



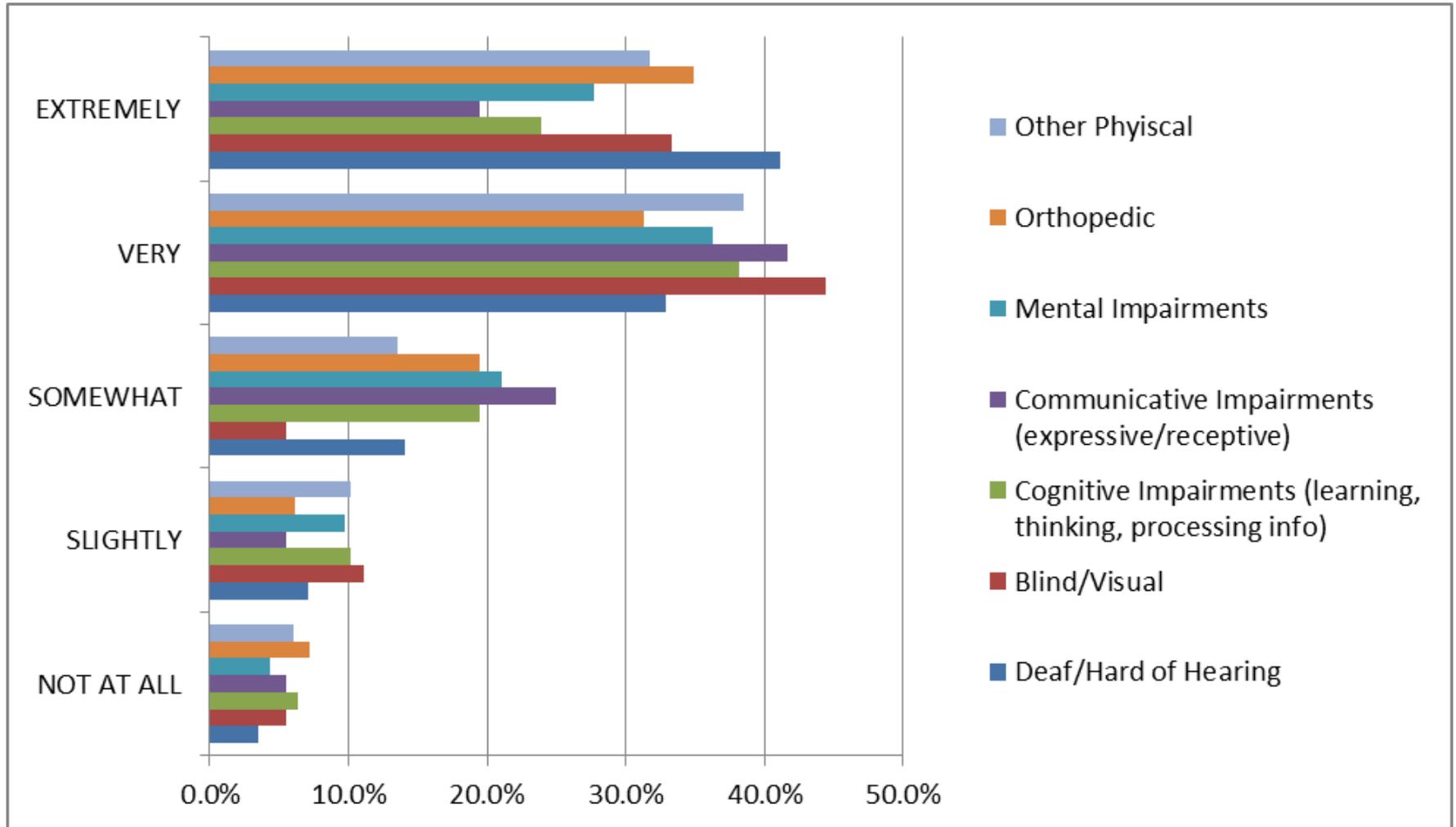
Responsiveness-willing to see you



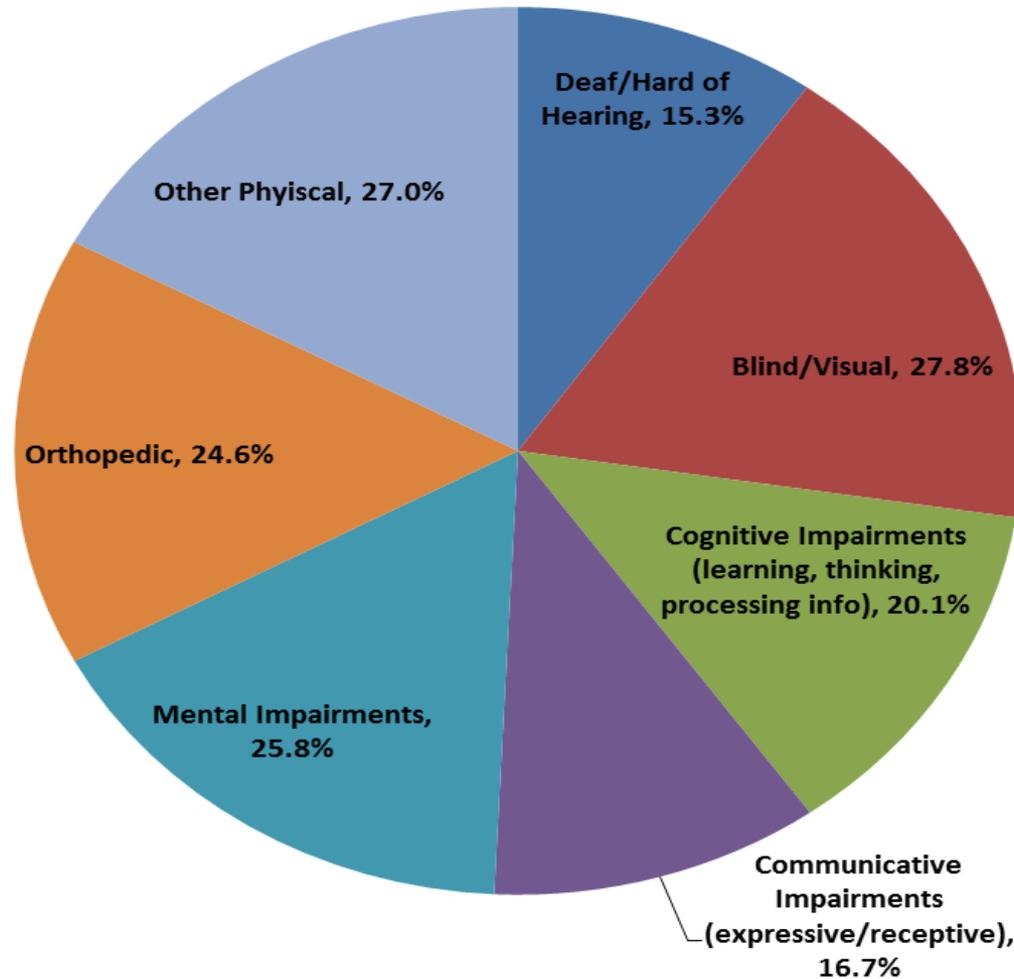
Sensitivity to cultural background, race, religion, language, other



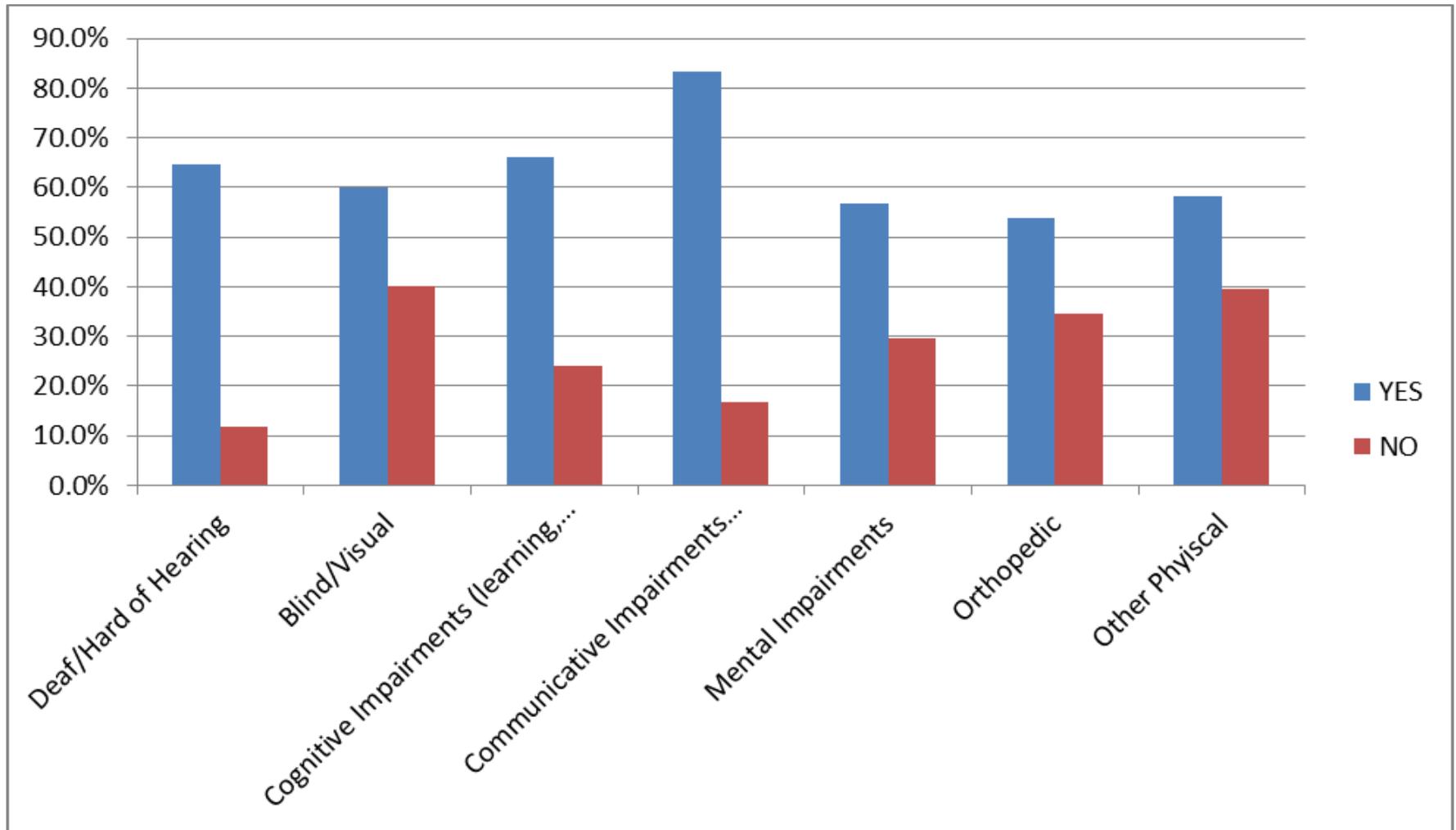
Comfortable with asking questions



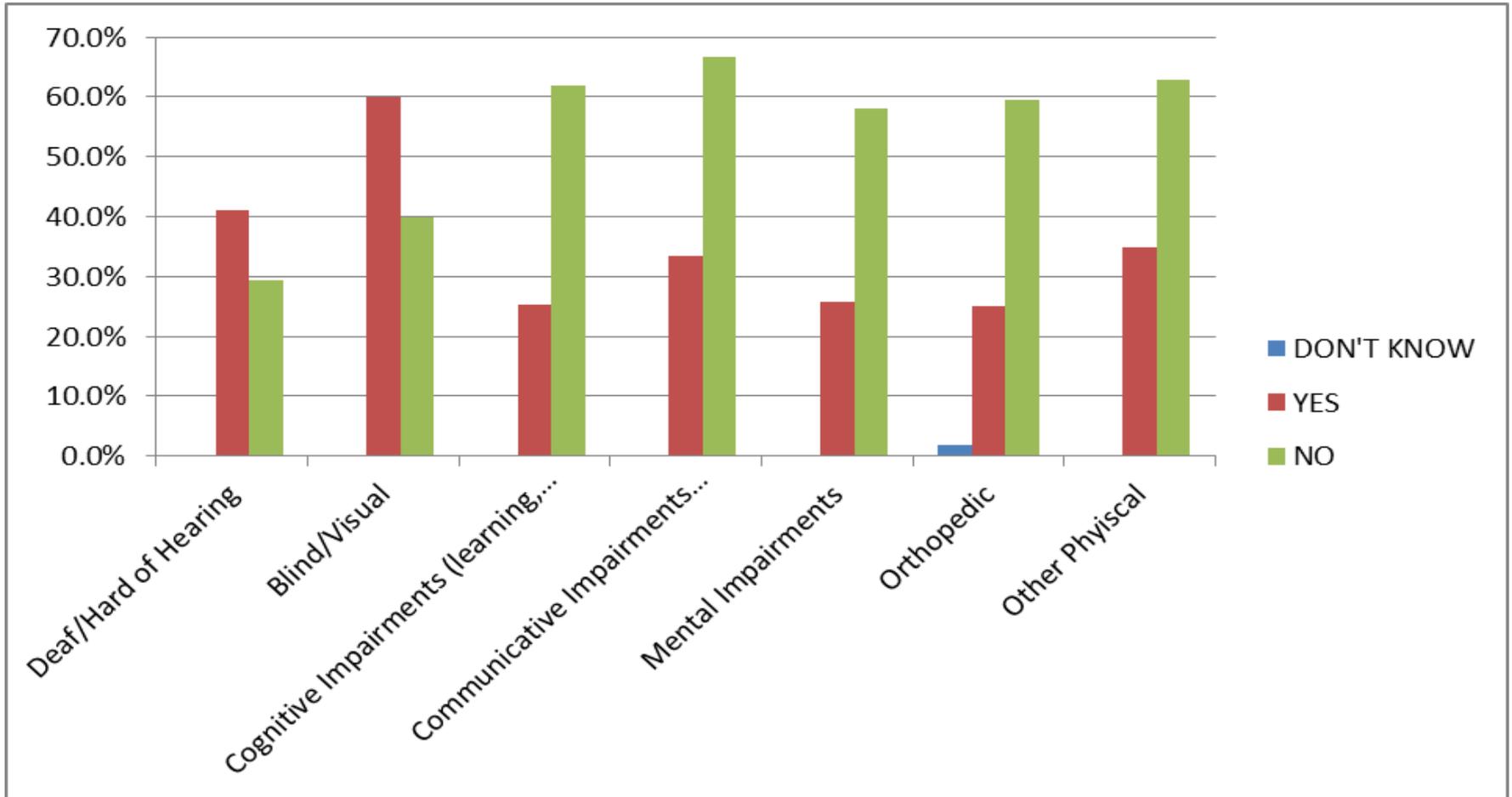
Disagreement Over Services While You Worked With DVR



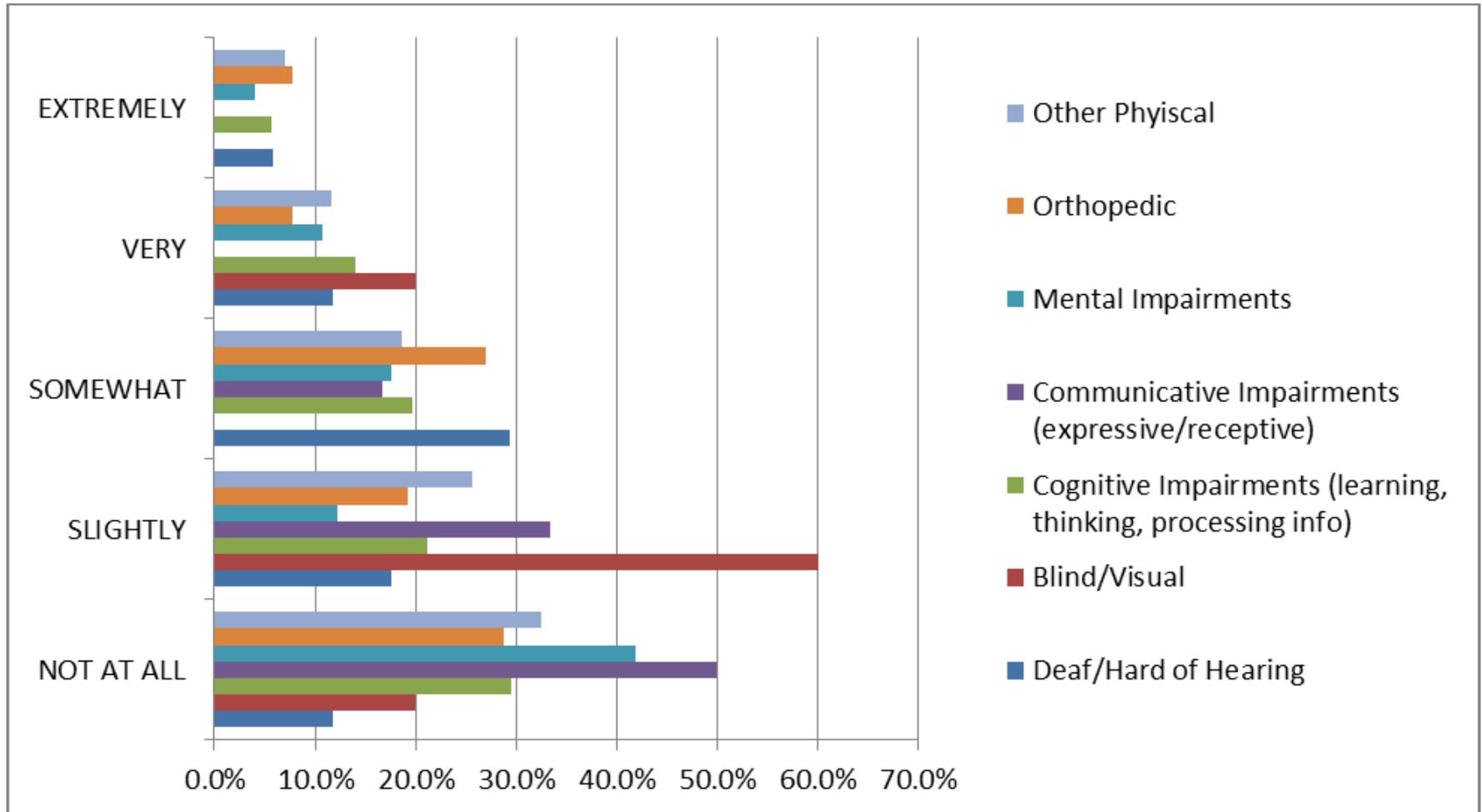
Chance to give opinion about the decision(s) disagreed with



Informed of CAP if disagreement



Ability to work with DVR to resolve differences



Likely to recommend DVR to another person

