

**State Services for the Blind
and
The State Rehabilitation Council for the Blind**

**Adjustment to Blindness Customer Satisfaction Survey Results
For the period of October, 2009 to September, 2010**

Condensed Version

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 vendors. ATB means: learning to travel independently; learning Braille; using a computer or notetaker; take care of your personal needs like grooming, cooking and laundry; and building self-confidence. Customers are chosen to be surveyed 6 months after they have completed ATB training or when their case is closed with SSB, whichever is earlier. An independent and impartial survey company conducts the surveys.

The reader should be aware that the number of individuals being surveyed is limited. The relatively small number of individuals being surveyed means that a single extreme opinion has more effect on the overall score than it would have on a larger sample. Customer response rates differ, too, and lower response rates increase the likelihood that the results do not reflect the entire population.

As a quick guide for SSB customers considering training, a summary of the training areas and the trainers' (whether a community rehabilitation program or individual vendor) rating on the 0-10 scale is presented below. The customer can then quickly review these results in the training area(s) he or she wishes to pursue and review the top trainers more in depth in the tables available on line, in Braille, or on disc or audio tape. A customer seeking a comprehensive course of training covering all areas can also quickly identify a CRP or individual vendor that ranks highly in all areas or just the areas that are most important to the customer.

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. Second, some of the service providers are geographically based, or only serve certain subgroups, for example, blind seniors. Finally, 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.

Results at a glance:

Travel safely around my community.

Charlene Guggisberg – 8.5

BLIND, Inc. – 8.2

Duluth Lighthouse for the Blind – 8.1

Sylvia Diers – 7.7

Joe Cioffi – 7.4

Diane Grundyson – 7.0

Vision Loss Resources – 6.9

Access, use, and maintain a computer or personal note taker.

Deb Bock – 9.3

James Fry – 9.0

Michael Christian – 8.8

Tom Lijewski – 7.9

Earle Harrison – 7.6

Vision Loss Resources – 7.6
BLIND, Inc. – 5.9
Duluth Lighthouse for the Blind – 5.0

Take care of my personal needs like grooming, cooking, laundry, etc.

BLIND, Inc. – 9.7
Sylvia Diers – 8.3
Vision Loss Resources – 7.9
Diane Grundyson – 7.5
Duluth Lighthouse for the Blind – 6.9
Charlene Guggisberg – 6.0

Read and write Braille.

BLIND, Inc. – 7.5
Charlene Guggisberg – 5.0
Vision Loss Resources – 4.7
Sylvia Diers – 1.5
Diane Grundyson – .4
Duluth Lighthouse for the Blind – .2

Build self-confidence (in combination with the specific skill areas above).

Deb Bock – 9.0
James Fry – 8.9
BLIND, Inc. – 8.8
Sylvia Diers - 8.1
Michael Christian – 8.0
Vision Loss Resources – 7.5
Earle Harrison – 7.5
Joe Cioffi – 7.3
Duluth Lighthouse for the Blind - 7.2
Tom Lijewski – 7.0
Diane Grundyson – 6.4
Charlene Guggisberg – 5.8

The complete version may be found on the SSB website at:

http://www.positivelyminnesota.com/About_Us/Custom er_Satisfaction/Adjustment_to_Blindness_Satisf action/ATB_Survey.aspx