

**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**

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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. 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. In August of 2007, SSB engaged the Strategic Research Group (SRG) to interview ATB customers; SRG is an independent and impartial survey company.

For the 12-month period (**October 2009 to September 2010**) 296 SSB customers were selected as having completed ATB training. Of the 296 trainees, 265 had current contact information, of these 243 or 92% completed the survey. SSB did not have current contact information on 31 trainees (i.e. had disconnected phone number; was found to be deceased, in prison, or in the hospital; or phone number did not reach respondent and further information was unavailable) these are reported as "Invalid" in the tables below. The response per individual vendor and CRP is shown below:

CRP's	Completed Interview	No Response	Invalid¹	Total	Response Rate²
Blindness Learning in New Dimensions, Inc. (BLIND, Inc.)	21	0	2	23	100%
Duluth Lighthouse for the Blind	38	1	4	43	97%
Vision Loss Resources, Inc.	47	4	8	59	92%
CRP sub-total	106	5	14	125	95%
Individual Vendors	Completed Interview	No Response	Invalid	Total	Response Rate
Albert Alexander Fryc	1	1	0	2	50%
Dan Beal	1	0	0	1	100%
Debbie Bock	9	0	0	9	100%
Richard Branting	0	1	0	1	0%
Armin Bruegger	2	1	1	4	67%
Michael Christian – Fch Enterprises LLC	7	2	2	11	78%
Joe Cioffi	9	1	2	12	90%
Sylvia Diers	37	1	6	44	97%
Janiece Duffy	0	1	0	1	0%
James Fry	7	0	0	7	100%
Diane Grundyson	15	1	0	16	94%
Charlene Guggisberg	13	3	0	16	81%
Earle Harrison – Triumph Technology	12	1	1	14	92%
Sam Jasmine	0	0	1	1	---
Nancy Kuhlmann – K & N Kuhlmann, Inc.	2	0	0	2	100%
Thomas Lijewski – T Co., Inc	8	2	1	11	80%
Sharee Marcus	4	0	3	7	100%
Flint Million	3	1	0	4	75%
The Speech Gurus LLC	1	1	0	2	50%
Ken Treblehorn – Low Vision Tech	2	0	0	2	100%
Sandra Weeks	3	0	0	3	100%
Michael Wojcik	1	0	0	1	100%
Individual Vendor sub-total	137	17	17	171	89%
Totals	243	22	31	296	92%

¹ Invalids are records for which the phone number provided by SSB does not connect with the place where the customer is living (i.e. fax, busy, or disconnected), and no further information is available on the customer. This also includes customers found to be deceased, in prison, in a protected status (i.e. women's shelter), or in the hospital.

² The response rate is determined by: the number of completed interviews divided by the total number of records minus the number of invalid records [# of completed interviews / (# of total records - # of invalid records)].

For the purpose of this study, a 70 percent response rate was deemed sufficient to yield accurate and representative vendor results. Of the above 27 vendors, 12 vendors had 5 or more responses and a response rate of 70 percent or more, the benchmark for inclusion within this report.

Please note that with smaller sample sizes, a single extreme opinion has more effect on the overall score than it would have on a larger sample. Additionally, lower response rates increase the likelihood that the results do not reflect the entire population.

In the following tables, the first three items are questions answered as “yes” or “no”; results are reported as percent answering “yes”. The remaining items are questions answered on a scale of 0 to 10 where “0” is the lowest rating (very dissatisfied) and “10” is the highest (very satisfied); results are reported as the average rating.

The remainder of this report has been grouped first by the CRPs then by individual vendors. The first table, in each group, is a comparison of the CRPs or individual vendors, followed by the individual results for each CRP or individual vendor.

As a quick guide to help make this report more usable to SSB customers considering training, a summary of the training areas and the trainers’ (whether CRP or individual vendor) rating on the 0-10 scale is presented before the tables. The customer can then quickly review these results in the training area(s) he or she wishes to pursue and review the top trainers in depth in the tables or review all the tables to find the trainer that provides the desired training. 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 area 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.

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

Rating Comparison by CRPs

	ALL ³	BLIND, Inc.	Duluth Lighthouse for the Blind	Vision Loss Resources	Other ⁴
Customer Response Rate:	92%	100%	97%	92%	77%
Did you complete your training?	86%	86%	90%	81%	80%
Were you treated with respect during the training?	99%	100%	100%	100%	100%
Would you recommend this training to others?	97%	100%	100%	100%	94%
How satisfied were you that your trainer understood your training needs and questions?	8.8	9.1	8.9	8.8	9.1
How satisfied were you that your trainer showed patience with your individual needs?	9.2	9.4	9.4	9.1	9.6
How satisfied were you that your trainer was knowledgeable about the subject?	9.2	9.2	9.7	9.1	9.0
How satisfied were you that your trainer was prepared?	9.0	9.0	9.7	9.0	8.9
How satisfied were you that your trainer was on time for the training?	9.4	9.4	9.9	9.8	9.1
Overall, how satisfied were you that your trainer was a good teacher?	9.2	9.2	9.4	9.3	9.0
How satisfied were you with the quality of the training you received?	9.0	9.0	9.5	9.0	9.1
How satisfied were you with what you learned from the training you received?	8.7	9.1	9.1	8.8	7.9
How challenged were you to develop your skills in the alternative techniques of blindness?	6.8	7.7	6.8	6.4	6.5
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.4	9.2	8.7	8.2	8.5
How satisfied are you that as a result of this training, you met your personal goals?	8.1	8.3	8.3	8.0	7.2
As a result of this training, I am able to travel safely around my community:	7.5	8.2	8.1	6.9	5.5
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.2	5.9	5.0	7.6	8.7
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	7.8	9.7	6.9	7.9	5.8
As a result of this training, I am able to read and write Braille:	2.6	7.5	0.2	4.7	0.0
As a result of this alternative technique training, I have the same self-confidence as my sighted peers in doing everyday activities:	7.6	8.8	7.2	7.5	8.0

³ 'All': category includes the aggregated scores of all the CRPs and individual vendors with completed interviews within the 12-month time frame of the report and are listed in the response rate chart in the Introduction on page 3.

⁴ 'Other': category includes aggregated scores of remaining vendors and CRPs that did not have the required amount of completed interviews for a report of their individual results.

Blindness: Learning in New Dimensions, Inc. (BLIND, Inc.)

	ALL ⁵	Blind, Inc.
Customer Response Rate*	92%	100%
Did you complete your training?	86%	86%
Were you treated with respect during the training?	99%	100%
Would you recommend this training to others?	97%	100%
How satisfied were you that your trainer understood your training needs and questions?	8.8	9.1
How satisfied were you that your trainer showed patience with your individual needs?	9.2	9.4
How satisfied were you that your trainer was knowledgeable about the subject?	9.2	9.2
How satisfied were you that your trainer was prepared?	9.0	9.0
How satisfied were you that your trainer was on time for the training?	9.4	9.4
Overall, how satisfied were you that your trainer was a good teacher?	9.2	9.2
How satisfied were you with the quality of the training you received?	9.0	9.0
How satisfied were you with what you learned from the training you received?	8.7	9.1
How challenged were you to develop your skills in the alternative techniques of blindness?	6.8	7.7
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.4	9.2
How satisfied are you that as a result of this training, you met your personal goals?	8.1	8.3
As a result of this training, I am able to travel safely around my community:	7.5	8.2
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.2	5.9
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	7.8	9.7
As a result of this training, I am able to read and write Braille:	2.6	7.5
As a result of this alternative technique training, I have the same self-confidence as my sighted peers in doing everyday activities:	7.6	8.8

* Customer survey response rates may not be sufficient to yield statistically significant results for CRPs and individual vendors.

Responses to question on reason to recommend or not recommend training

- Because I didn't know what my weakness was. They really helped me see what my weakness was when determining where I really needed help.
- I do like their training model, and I feel it covers a lot of different accommodations for each person's individual needs.
- I have talked about it to people, and told them how satisfied she would be (my neighbor). It helps you learn Braille and challenges you.
- I think anybody that is losing their sight, it is a really good program to get started. It gives you a sense of the basics. A lot of people don't take advantage of it and that is too bad. The basics of Braille, computer access, you have to start somewhere. I took a twelve week course, once a week. They were willing to answer any questions. It is well worth it and then you go in to further training. It teaches you more than enough to manage the basics.
- I think it can help in many ways.
- I think it's important to meet other blind people, especially blind people who have skills. So whether the training is good or bad, you get a network of people you can talk to about problems. The only thing else I can think of, is that the computer class of Blind Inc. is not practical at all. It is not taught well.
- I think the program is very comprehensive and it includes a lot of different skills. The Braille and technology and it was very balanced.
- I took the training, because I have sight only in one eye and the other is getting worse. I wanted to be prepared. I think they made me aware of more resources that are available.

⁵ 'All': category includes the aggregated scores of all the CRPs and individual vendors with completed interviews within the 12-month time frame of the report and are listed in the response rate chart in the Introduction on page 3.

Blindness: Learning in New Dimensions, Inc. (BLIND, Inc.), continued

- It was hard work, but they went out of their way to make things easier for me. They did push you in some things.
- It was partly the skills I learned, the confidence I gained, and being connected with blind mentors.
- It was very good, and I know because I had it. They have helped me a lot.
- The atmosphere was good and everyone was helpful and caring. I loved the cooking and learned to make out a grocery list in Braille.
- The cane travel, orientation, travel and mobility, and confidence in living skills are all important.
- There was very good quality and the trainer was very good guy.
- They did a good job. I learned how to handle a white cane, cooking, and learned about brail enough to operate elevator.
- They do a good job with everyday basic training. Cane, computer. I am trying to learn more of Braille and they gave me the basics. They give enough training to get a good start.

General Comments about the Training

- Another comment. The original counselor that I had was resistant to letting me to get the training. I had to be very persistent to get the training.
- Blind Inc gave overall good service.
- I can't think of anything right now.
- I would recommend this to everyone, and you will be surprised how much you will learn for the future.
- It was an interesting survey and all my training was great.
- No, it was totally awesome. I think some sighted people should to there.
- No. It made me feel prepared, if I do go blind.
- The teacher was very good. The class was a small in size and was very personal.
- The teacher was wonderful and they were very good with the exercises and everything, it was just the other people in the class. They wouldn't listen and it was had getting them to cooperate, but the teacher tried. So I am thankful for that.
- Very gracious and helpful with questions.
- With the training you receive, you make good companions because people have the same disability as you.

Duluth Lighthouse for the Blind (DLB)

	ALL ⁶	DLB
Customer Response Rate*	92%	97%
Did you complete your training?	86%	90%
Were you treated with respect during the training?	99%	100%
Would you recommend this training to others?	97%	100%
How satisfied were you that your trainer understood your training needs and questions?	8.8	8.9
How satisfied were you that your trainer showed patience with your individual needs?	9.2	9.4
How satisfied were you that your trainer was knowledgeable about the subject?	9.2	9.7
How satisfied were you that your trainer was prepared?	9.0	9.7
How satisfied were you that your trainer was on time for the training?	9.4	9.9
Overall, how satisfied were you that your trainer was a good teacher?	9.2	9.4
How satisfied were you with the quality of the training you received?	9.0	9.5
How satisfied were you with what you learned from the training you received?	8.7	9.1
How challenged were you to develop your skills in the alternative techniques of blindness?	6.8	6.8
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.4	8.7
How satisfied are you that as a result of this training, you met your personal goals?	8.1	8.3
As a result of this training, I am able to travel safely around my community:	7.5	8.1
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.2	5.0
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	7.8	6.9
As a result of this training, I am able to read and write Braille:	2.6	0.2
As a result of this alternative technique training, I have the same self-confidence as my sighted peers in doing everyday activities:	7.6	7.2

* Customer survey response rates may not be sufficient to yield statistically significant results for CRPs and individual vendors.

Responses to question on reason to recommend or not recommend training

- Because I have the problem myself.
- I am finding out a lot of stuff. They gave me talk radio for the blind. I listen to books and really enjoy them.
- I have gained more confidence with this training. This has been self gratifying training and would be beneficial to others.
- I have told many people how wonderful it was. I learned how not to fall down and more people say I should take that class even though they laugh. I really push for that class. There were exercises on balance and a big thing they taught me was DO NOT RUSH when the phone rings. Also, they said also don't be afraid to ask for help and ask questions, which I didn't like to do before. Everyone acts like they are glad to help and are nice.
- I just think that every aspect of the training was great and helpful.
- I learned how to use my cane. Which way to point it and how to go up and down stairs. I was able to go to the stores, which I went to before with self confidence since I learned how to use my cane.
- I received a lot of help.
- I think for someone with a blank slate, who has had no training at all in blindness techniques, it would be very helpful. For someone who has had previous training, some of it is more of a review. Also, if the person is partly sighted, some of it is irrelevant.
- I think it has given me self confidence to go among people. It has taught that I am not alone in this.
- I think the training was very good for people who have no one to live in or come in to assist them.

⁶ 'All': category includes the aggregated scores of all the CRPs and individual vendors with completed interviews within the 12-month time frame of the report and are listed in the response rate chart in the Introduction on page 3.

Duluth Lighthouse for the Blind, continued

- I walk to church, I walk around the block and visited friends, I encouraged people to join.
- I was able to get out and about in the community. I was able to go to the stores I used to go to. I was able manage stairs and how to use my cane.
- I would recommend it. They taught me a lot.
- I would recommend this to anyone who has same problem as me.
- It gives a lot of confidence. I learned a lot of things on how to help myself. Lynn Johnson was very kind and patient. She knows her stuff. I would recommend it to anyone.
- It was easy. They are a good company, with wonderful people. I would not be able to live alone without it, and the tools they recommend. What they tell you about heat, I don't get burned now. They really help out, they stay in touch and keeps you on your toes, won't let you slide. We exchange recipes, things that are easy to do.
- It's a good course. They explained how to walk up and down steps.
- Learned how to thread a needle and I learned how to use a cane.
- Other people passed on their knowledge. Life is a little bit easier now.
- The experience of the tech training and the ability of feeling confident and giving people the ability to understand needs.
- The knowledge I gained and how to use a timer, how to use a sharp knife with a guard and I have a cane that I can use. This is called a wand and it lets me know if there is a crack in the sidewalk or that there is something that I have to be aware of so that I will not fall.
- The lady that did the service was loving and kind.
- The young woman took me into a residential area and we navigated around the neighborhood.
- There are lots of things in the two hours a day for four weeks that I learned. Many things.
- They helped me get around my house better.
- They helped me with sewing, threading a needle, and kitchen things.
- They made us feel like family and they made learning fun and easy.
- They taught me how to slice bread.
- They treat a person so nice, it's hard to say anything bad about them. They helped in every way.
- Trouble putting toothpaste on brush and learned to put it on palm. Learned how to put dots on pans. Learned to use talking books. Have a magnifier to watch television
- Yes, I do. It was great, you have to be on time, you have to listen, and you have to be on time. They could have better sandwiches at noon.
- You learn to cook, household activities, read braille, and all of the things that could improve life after vision is lost.

General Comments about the Training

- I am just really satisfied.
- I am very interesting. The women were all very nice.
- I brought my own cane and she added some red & white to stand out. She also adjusted the height. Everyone was super nice and very professional.
- I didn't know if there was any help. My daughter went online and found information for training.
- I do think that public awareness is deficient. Some people do not know that a white and red cane means visually impaired.
- I enjoyed it and it helped me out a lot.
- I forgot one day the day they were going to test me on the stove. I was in my apartment and they came late and they didn't come get me so the lady that came did not demonstrate it for me. She just told me.
- I learned a lot of aids that were very helpful. They have all been very good.
- I learned things I didn't know before.
- I probably enjoyed it more than anybody. I think everyone should come out to take the classes.
- I really didn't know that a lot of the public were not aware that a red and white cane meant visually impaired. You had to really be careful that they did not run into or trip you.
- I thought it was really sad that not a lot of people in this area came to the training.
- I was satisfied with training received.

Duluth Lighthouse for the Blind, continued

- I was very pleased with it. I wish I could go all the time, but I have to depend on rides.
- I was very satisfied and if they offered it again I'd take it to refresh my memory.
- I'm perfectly satisfied with the training I got. Your limitations are your limitations and you can't change them.
- It was more for women. I was the only man.
- My training was good.
- No I don't think so, it was very good training.
- No, because I had the training over a year ago.
- Somebody has been calling from the state and has helped with address book and has been very helpful. I felt at the classes that it applied to others more than me because I am living independently.
- Sometimes they could be very rude. Be a little nice to those who have lost their sight. They should have training for the staff to become more understanding of the feelings that us blind people have.
- The training was excellent. They even picked me up to bring me to class.
- There is help out there for everyone.
- There is nothing left to say. I couldn't be alone.
- They were so willing to help.

Vision Loss Resources, Inc. (VLR)

	ALL ⁷	VLR
Customer Response Rate*	92%	92%
Did you complete your training?	86%	81%
Were you treated with respect during the training?	99%	100%
Would you recommend this training to others?	97%	100%
How satisfied were you that your trainer understood your training needs and questions?	8.8	8.8
How satisfied were you that your trainer showed patience with your individual needs?	9.2	9.1
How satisfied were you that your trainer was knowledgeable about the subject?	9.2	9.1
How satisfied were you that your trainer was prepared?	9.0	9.0
How satisfied were you that your trainer was on time for the training?	9.4	9.8
Overall, how satisfied were you that your trainer was a good teacher?	9.2	9.3
How satisfied were you with the quality of the training you received?	9.0	9.0
How satisfied were you with what you learned from the training you received?	8.7	8.8
How challenged were you to develop your skills in the alternative techniques of blindness?	6.8	6.4
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.4	8.2
How satisfied are you that as a result of this training, you met your personal goals?	8.1	8.0
As a result of this training, I am able to travel safely around my community:	7.5	6.9
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.2	7.6
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	7.8	7.9
As a result of this training, I am able to read and write Braille:	2.6	4.7
As a result of this alternative technique training, I have the same self-confidence as my sighted peers in doing everyday activities:	7.6	7.5

* Customer survey response rates may not be sufficient to yield statistically significant results for CRPs and individual vendors.

Responses to question on reason to recommend or not recommend training

- Anybody with vision impairment should get help. We worked on guidance with white cane. They helped with buttons on microwave. They helped me learn how to use washer machine.
- As long as they are not double handicapped. The lady that helped me with the cane was very helpful. I want to go back or reschedule after my strength is back.
- Because all the services or good. They teach cooking and all the help you need. They come to your home if I want to learn how to use the cane in the house. They don't come all the time but they did in the beginning.
- Because people need to know the things they taught me.
- For totally blind people, I would recommend it. For partly sighted no, because I got a lot more out taking technology from a mainstream course that accommodated me with large screens. There was no curriculum or progression at Vision Loss. The totally blind students at VLR took up all the class time, because of their need for more assistance.
- Gives you more independence and you realize that you can overcome the disability.
- I am more independent now. I have learned to stand up for myself.
- I don't think I would have come this far if I didn't get the training from that nice lady.
- I felt that Valerie was very kind and she was able to help me with my self confidence and everything pertaining to bus travel.
- I have learned a lot. I learned how to feel a glass of water, the spoons, and the microwave. The teacher that came to teach me the computer program was very good. I learned to enter the program, and to select my training lessons. It was excellent.

⁷ 'All': category includes the aggregated scores of all the CRPs and individual vendors with completed interviews within the 12-month time frame of the report and are listed in the response rate chart in the Introduction on page 3.

Vision Loss Resources, Inc. (VLR), continued

- I like the teacher very well and I like the way he handled the class and he was very understandable.
- I was able to receive knowledge about how to better my living. The teacher was very knowledgeable about my needs. The cooking was especially helpful.
- I wasn't blind before, and I knew nothing of being blind. They sure helped me, and did very good job teaching me.
- It has helped me a lot and I see how it has helped me.
- It is absolutely recommended because adjustment to blindness is the way of getting training in alternative techniques, so that I can live with the blindness. They taught me a lot of things to overcome the challenges.
- It kept me from sitting in the house and not being afraid to go out to walk to the store, or go out get a haircut. It helped me to do everyday activities.
- It was a good learning experience.
- It was a while ago and I don't remember.
- It was highly personalized. They listened to my needs and there were meetings to track progress.
- It was just very good.
- It's worked for me. I still have some trouble with the cane, especially on stairs. Some people give up too easily and don't try to learn new things.
- My teacher knew what she was talking about. She got me mobility and taught me Braille.
- The help that is available helps you do everything yourself. I told my friend to try it but she doesn't want to do anything.
- The knowledge of the tools available to solve various problems. We only dealt with use of blind cane.
- The one on one and hands on training. The atmosphere was comfortable.
- The people are very knowledgeable and helpful and very concerned about each individual.
- The people that were her were marvelous. They treated you with respect and wanted only good things for me. It gave me self confidence and training
- The service was very good.
- The staff was very respectful, very pleasant to be around, and answered all the questions. They can help with your self confidence.
- The teacher was good.
- The teacher was patient.
- The trainer was able to provide learning skills for me to be independent.
- They cared a lot about us, took their time with us, and saw that you had everything you need. They provided us with a magnifier, 20-20 pens, and anything that would make it easier for you to read or write.
- They do a lot of good things there. It was a positive experience.
- They had so much equipment that I never knew about, like the reading machine. I have recommended to other people.
- They help a lot of blind people, and the state recommends all blind people to take it.
- This was a good learning experience.
- We did activities along with our school work.

General Comments about the Training

- Both were very excellent.
- Everyone has been so helpful and patient with me. It was been wonderful.
- Everyone was marvelous.
- Everything was good.
- I am going to have to redo the other training because I have so much less sight.
- I felt that I would take more work, because I am multi-handicapped.
- I had training for a visual cane. The girl that trained me was absolutely marvelous. She made me so relaxed.
- I hope that other people will use this training because it is very helpful. I don't know what I would do.
- I received material about events, but I cannot drive.
- I think I would recommend Vision Loss. It is a good transformation for anyone with vision loss.

Vision Loss Resources, Inc. (VLR), continued

- I think it was handled well.
- I think more training on the cooking part should be included for people who intend on cooking.
- I was very pleased and I was glad to get in contact with you before I went completely blind. I am very active and like to stay that way.
- I was very surprised that this equipment was free. The reading machine was almost free.
- I would just say that I hope they keep it around because it has helped me tremendously.
- I would like to recommend the people in St. Paul. They are a tremendous asset and they have went way beyond their call of duty.
- I've said everything. It was worth it the training. I swam for the first time in Lake Superior. I learned to get around, even though I'm blind.
- No. I was very satisfied with training.
- My training was excellent.
- I think the people were very timely, and did very good.
- The work they do is wonderful, they should be awarded for what they do. People don't know what it's like.
- They did a very good job.
- They've cut the training back to once a quarter. I wish they would come more often.
- Vision Loss needs to develop a curriculum for people going on to college, and to really teach people how to use the adaptive equipment. It needs to be competency based, so the people have the level of ability they need when they are passed out of the class. For example, there is a site where you can download textbooks, and listen to them. I left Vision Loss not knowing that existed, or how to do the downloading. When they know someone is going on to college, they should have basic skills like that. The people there are good-hearted, but they don't understand what people need, and they don't have a curriculum to guide them. I do want to emphasis that they are very nice, nurturing, and calm people. They just need better organization.
- With the training I felt like the lady didn't understand my needs. I'm not confident out by myself.

Rating Comparison by Individual Vendors

	ALL ⁸	Debbie Bock	Michael Christian	Joe Cioffi	Sylvia Diers	James Fry	Diane Grundyson	Charlene Guggisberg	Earle Harrison	Thomas Lijewski	Other ⁹
Customer Response Rate:	92%	100%	78%	90%	97%	100%	94%	81%	92%	80%	77%
Did you complete your training?	86%	67%	86%	100%	89%	100%	93%	69%	92%	100%	80%
Were you treated with respect during the training?	99%	100%	100%	100%	100%	100%	100%	100%	100%	88%	100%
Would you recommend this training to others?	97%	100%	83%	89%	100%	100%	100%	89%	82%	88%	94%
How satisfied were you that your trainer understood your training needs and questions?	8.8	9.5	7.3	7.7	9.5	9.6	8.9	8.0	8.5	7.4	9.1
How satisfied were you that your trainer showed patience with your individual needs?	9.2	9.7	8.3	7.9	9.8	9.9	8.6	8.7	8.3	8.3	9.6
How satisfied were you that your trainer was knowledgeable about the subject?	9.2	9.7	8.3	8.3	9.7	9.9	9.2	9.1	8.8	8.0	9.0
How satisfied were you that your trainer was prepared?	9.0	9.5	9.0	7.6	9.6	9.6	9.3	8.1	8.6	6.9	8.9
How satisfied were you that your trainer was on time for the training?	9.4	9.8	7.7	8.4	9.8	10.0	9.5	8.2	9.5	7.6	9.1
Overall, how satisfied were you that your trainer was a good teacher?	9.2	9.2	8.5	8.2	9.8	10.0	9.6	8.6	8.3	7.1	9.0
How satisfied were you with the quality of the training you received?	9.0	9.2	8.0	8.1	9.7	9.9	9.3	8.2	8.2	7.4	9.1
How satisfied were you with what you learned from the training you received?	8.7	9.2	8.0	7.3	9.6	9.7	8.9	7.1	8.3	6.8	7.9
How challenged were you to develop your skills in the alternative techniques of blindness?	6.8	7.0	6.3	5.9	7.5	5.3	8.1	6.7	5.3	6.0	6.5
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.4	8.5	7.7	7.1	9.3	9.4	8.8	7.3	6.3	6.9	8.5
How satisfied are you that as a result of this training, you met your personal goals?	8.1	9.0	8.3	6.7	9.1	9.6	8.1	6.4	7.4	6.9	7.2
As a result of this training, I am able to travel safely around my community:	7.5	NA	NA	7.4	7.7	NA	7.0	8.5	NA	NA	5.5
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.2	9.3	8.8	NA	NA	9.0	NA	NA	7.6	7.9	8.7
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	7.8	NA	NA	NA	8.3	NA	7.5	6.0	NA	NA	5.8
As a result of this training, I am able to read and write Braille:	2.6	NA	NA	NA	1.5	NA	0.4	5.0	NA	NA	0.0
As a result of this alternative technique training, I have the same self-confidence as my sighted peers in doing everyday activities:	7.6	9.0	8.0	7.3	8.1	8.9	6.4	5.8	7.5	7.0	8.0

⁸ 'All': category includes the aggregated scores of all the CRPs and individual vendors with completed interviews within the 12-month time frame of the report and are listed in the response rate chart in the Introduction on page 3.

⁹ 'Other': category includes aggregated scores of remaining vendors and CRPs that didn't have the required amount of completed interviews for a report of their individual results.

Debbie Bock (Assistive Technology)

	ALL ¹⁰	Bock
Customer Response Rate*	92%	100%
Did you complete your training?	86%	67%
Were you treated with respect during the training?	99%	100%
Would you recommend this training to others?	97%	100%
How satisfied were you that your trainer understood your training needs and questions?	8.8	9.5
How satisfied were you that your trainer showed patience with your individual needs?	9.2	9.7
How satisfied were you that your trainer was knowledgeable about the subject?	9.2	9.7
How satisfied were you that your trainer was prepared?	9.0	9.5
How satisfied were you that your trainer was on time for the training?	9.4	9.8
Overall, how satisfied were you that your trainer was a good teacher?	9.2	9.2
How satisfied were you with the quality of the training you received?	9.0	9.2
How satisfied were you with what you learned from the training you received?	8.7	9.2
How challenged were you to develop your skills in the alternative techniques of blindness?	6.8	7.0
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.4	8.5
How satisfied are you that as a result of this training, you met your personal goals?	8.1	9.0
As a result of this training, I am able to travel safely around my community:	7.5	NA
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.2	9.3
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	7.8	NA
As a result of this training, I am able to read and write Braille:	2.6	NA
As a result of this alternative technique training, I have the same self-confidence as my sighted peers in doing everyday activities:	7.6	9.0

* Customer survey response rates may not be sufficient to yield statistically significant results for CRPs and individual vendors.

Responses to question on reason to recommend or not recommend training

- Because I have learned so much from them.
- Because the instructor was able to teach me and took her time with me.
- Deborah does research on the student before she begins teaching and she is very patient.
- It helped to make me more confident, and more confident with the things I have to do. I can handle things I need to do on the computer prior to my training.
- She was great and had patience. She understood me and had a lot of knowledge. I can do email now and get on the internet. I am able to read books again.
- The accessibility to download books helped. Being able to put together a good PowerPoint presentation was very helpful also.

General Comments about the Training

- Deborah is fabulous.
- I am in process, but it is up to me. It was very good. I need more of it, and am not practicing as much as I should. Documentation of my training was good.

¹⁰ 'All': category includes the aggregated scores of all the CRPs and individual vendors with completed interviews within the 12-month time frame of the report and are listed in the response rate chart in the Introduction on page 3.

Debbie Bock, continued

- The fact the teacher was on her cell phone, instead of focusing on me. She also spent time talking to people in the room, instead of me. Our questions were very great and to the point.
- They taught me to listen to my manuscripts to edit them.

Michael Christian – Fch Enterprises LLC (Assistive Technology)

	ALL ¹¹	Christian
Customer Response Rate*	92%	78%
Did you complete your training?	86%	86%
Were you treated with respect during the training?	99%	100%
Would you recommend this training to others?	97%	83%
How satisfied were you that your trainer understood your training needs and questions?	8.8	7.3
How satisfied were you that your trainer showed patience with your individual needs?	9.2	8.3
How satisfied were you that your trainer was knowledgeable about the subject?	9.2	8.3
How satisfied were you that your trainer was prepared?	9.0	9.0
How satisfied were you that your trainer was on time for the training?	9.4	7.7
Overall, how satisfied were you that your trainer was a good teacher?	9.2	8.5
How satisfied were you with the quality of the training you received?	9.0	8.0
How satisfied were you with what you learned from the training you received?	8.7	8.0
How challenged were you to develop your skills in the alternative techniques of blindness?	6.8	6.3
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.4	7.7
How satisfied are you that as a result of this training, you met your personal goals?	8.1	8.3
As a result of this training, I am able to travel safely around my community:	7.5	NA
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.2	8.8
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	7.8	NA
As a result of this training, I am able to read and write Braille:	2.6	NA
As a result of this alternative technique training, I have the same self-confidence as my sighted peers in doing everyday activities:	7.6	8.0

* Customer survey response rates may not be sufficient to yield statistically significant results for CRPs and individual vendors.

Responses to question on reason to recommend or not recommend training

- The overall experience was that everyone was willing to help me.
- They helped me to learn the internet. We went over commands that I hadn't seen before.
- Things were good, I will suggest that the State do some more, the guy wasn't trained enough. It was his first time on teaching the system computer and he wasn't knowledge with the system. The guy was fine, but wasn't trained well. The people who trained him did poorly. I sat there for 2 to 3 hours to figure it out.

General Comments about the Training

- If I had to do again, I wouldn't do it.
- I'm just glad that the training is out there.
- They need to allow more time for training, instead of set time.

¹¹ 'All': category includes the aggregated scores of all the CRPs and individual vendors with completed interviews within the 12-month time frame of the report and are listed in the response rate chart in the Introduction on page 3.

Joe Cioffi (Orientation & Mobility, ATB Training)

	ALL ¹²	Cioffi
Customer Response Rate*	92%	90%
Did you complete your training?	86%	100%
Were you treated with respect during the training?	99%	100%
Would you recommend this training to others?	97%	89%
How satisfied were you that your trainer understood your training needs and questions?	8.8	7.7
How satisfied were you that your trainer showed patience with your individual needs?	9.2	7.9
How satisfied were you that your trainer was knowledgeable about the subject?	9.2	8.3
How satisfied were you that your trainer was prepared?	9.0	7.6
How satisfied were you that your trainer was on time for the training?	9.4	8.4
Overall, how satisfied were you that your trainer was a good teacher?	9.2	8.2
How satisfied were you with the quality of the training you received?	9.0	8.1
How satisfied were you with what you learned from the training you received?	8.7	7.3
How challenged were you to develop your skills in the alternative techniques of blindness?	6.8	5.9
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.4	7.1
How satisfied are you that as a result of this training, you met your personal goals?	8.1	6.7
As a result of this training, I am able to travel safely around my community:	7.5	7.4
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.2	NA
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	7.8	NA
As a result of this training, I am able to read and write Braille:	2.6	NA
As a result of this alternative technique training, I have the same self-confidence as my sighted peers in doing everyday activities:	7.6	7.3

* Customer survey response rates may not be sufficient to yield statistically significant results for CRPs and individual vendors.

Responses to question on reason to recommend or not recommend training

- He worked with me pretty well. A lot of time he would call and check the dates he was coming. He was very good.
- I learned to use the stick and check writing skills.
- I would recommend the training for people who live large cities, but in a small town our public transportation is not very good. The bus does not let you off at normal locations.
- Joe just understands how to teach, and understands the topic. He challenges you to stretch, but not beyond your capabilities. He also encourages you.
- People need to be independent and if the Orientation & Mobility can do that, it is good. It helps you learn to travel and go places on your own, when maybe you couldn't before.
- That you know sign language is a definite perk, so you do not need an interpreter.
- The skills are necessary for people.
- He didn't do his job so I can't recommend it to anyone.

General Comments about the Training

- Anybody that needs it should have the training.
- He took me to the clinic. He wanted to take me downtown to get around, but I didn't want to. So he showed me things around the house that I could do.

¹² 'All': category includes the aggregated scores of all the CRPs and individual vendors with completed interviews within the 12-month time frame of the report and are listed in the response rate chart in the Introduction on page 3.

Joe Cioffi, continued

- Joe is an asset to the program.
- No, I don't think so.
- The vendor kept rescheduling. Apparently, I was not his first priority. But what he did with me was good. That was the only issue I had. I've had excellent service from another coach also. All of my contacts with SSB have been good.

Sylvia Diers (Older Blind, Rehabilitation Teaching)

	ALL ¹³	Diers
Customer Response Rate*	92%	97%
Did you complete your training?	86%	89%
Were you treated with respect during the training?	99%	100%
Would you recommend this training to others?	97%	100%
How satisfied were you that your trainer understood your training needs and questions?	8.8	9.5
How satisfied were you that your trainer showed patience with your individual needs?	9.2	9.8
How satisfied were you that your trainer was knowledgeable about the subject?	9.2	9.7
How satisfied were you that your trainer was prepared?	9.0	9.6
How satisfied were you that your trainer was on time for the training?	9.4	9.8
Overall, how satisfied were you that your trainer was a good teacher?	9.2	9.8
How satisfied were you with the quality of the training you received?	9.0	9.7
How satisfied were you with what you learned from the training you received?	8.7	9.6
How challenged were you to develop your skills in the alternative techniques of blindness?	6.8	7.5
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.4	9.3
How satisfied are you that as a result of this training, you met your personal goals?	8.1	9.1
As a result of this training, I am able to travel safely around my community:	7.5	7.7
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.2	NA
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	7.8	8.3
As a result of this training, I am able to read and write Braille:	2.6	1.5
As a result of this alternative technique training, I have the same self-confidence as my sighted peers in doing everyday activities:	7.6	8.1

* Customer survey response rates may not be sufficient to yield statistically significant results for CRPs and individual vendors.

Responses to question on reason to recommend or not recommend training

- Because it helped me maintain independently in my apartment, instead of going to a nursing home.
- I got everything out of that I could. It was a good group. It is a training that we should all have. I learned about money and how to cross a busy intersection that I do often. I go to church and am not afraid to do anything. I thought what was real good was the training blindfolded and going out on the street like that. That gave me a lot of confidence and got me used to the cane.
- I have taken two classes, and the instructor was great. She challenged you, but made it fun. It is great.
- I just feel it gave me much more confidence in myself and I can do so much more.
- I just think that knowing my option have great help to me.
- I learned how to be more self confident. I would recommend to others.
- I learned how to use the cane, baked cookies, and learned how to cut vegetables blindfolded.
- I learned to use a white cane which was a big thing.
- I think using the cane was the best. I learned to use it properly and that opened a lot of doors that had been closed.
- I took Braille and learned what to look for when in elevator or restroom. Those classes were very helpful. I learned how to pour liquids by dipping, instead of pouring. I also learned how to use dishwasher, sew, and techniques for threading needle.
- I would say how she arranged my kitchen, and marked things like my stove and dryer with little dots. So many things that she helped with. I highly recommend it.

¹³ 'All': category includes the aggregated scores of all the CRPs and individual vendors with completed interviews within the 12-month time frame of the report and are listed in the response rate chart in the Introduction on page 3.

Sylvia Diers, continued

- It helped to give me more confidence on everyday things and to be out among other people and to swallow your pride if I need help.
- It really gives more confidence to us going blind, and gives us some helpful hints.
- It was an eight week class. I learned braille, walking blindfolded, use of a cane, and learned how to count money.
- It was real good. It helped me with getting around the community on my own.
- It's very worthwhile. The teachers are trained, and they are able to train and explain things very well. Too many people have never heard of it. It's good to take it before you become completely blind.
- I've taken it twice. We had to cook. I learned everything, except how to do Braille.
- Just learning different techniques on doing everyday things, like large print books.
- Just learning techniques on how to do things, when you can't see very well.
- Learning how to get around safely, independently, or with some help.
- She came into my home and did everything. She made sure I was safe in my own home and was very professional. She told me how to organize, how to put things on shelves, so I know where things are in my own home. She taught me how high to turn the oven. She showed me how to thread a needle and how to use my walking cane. She just gave me a lot of help.
- She did a good job and helped me in a way I could understand. She showing me how to follow the edge of the grass, walking in the mall, and how to find the entrances of all the stores. That was good.
- She taught me what noises are closest to me. In the house we used some orange stickers and set things up a little differently. I learned how to mark your keys, so you can get into your apartment and stuff. I learned how to use your hands if you drop something, so you cover the whole area.
- Sylvia was a good teacher.
- The blind have special needs. The training helps build self-confidence. They got me a longer cane, so I can move around outside and get to the mailbox.
- The hands on training. How to operate stove, newspaper, radio and other equipment.
- The self confidence. She taught well, she came to my home, she took me walking, and it was excellent. She even taught me what to say to people.
- The trainer was able to give me the confidence to try and do things I thought I could not do, without making me feel afraid.
- There was a knowledgeable caring person helping me. It opened doors as far as self confidence is concerned. Learning how to use the cane was helpful. Worked on being in the kitchen and filling cups up.
- They helped me put dots on my stove, so I can tell whether it's on or off. They also put them on my washer and dryer. You learn to feel, and that's what I tell people. She helped me get my cupboards in order, and helped me get a heavy walking cane. She even tried to get me to thread my sewing machine, but I drew the line at that.
- They helped putting things around that helps you maintain independence. The stove, washer, dryers, and telephones has dotes that help me use them.
- We had cooking, baking, a little braille, and learned to use our walking canes. They also helped me with self confidence, and that has helped in daily activities.
- Well, at first when they called, I had said no. But the girl I talked to encouraged me, and I got so much out of it. I am very thankful that I did. I really learned how to do so much more than I could have on my own.

General Comments about the Training

- All I can say is she was wonderful. She knew how to teach and how to get you to relax and make you feel comfortable.
- I have a lot of respect for Sylvia. She is a very good teacher.
- I think everyone who requests the training should get it. I was a little hesitant at first.
- I think it is a very good program, and I am very pleased.
- I think it was a very good thing. I guess I don't really know how people find out about this. I heard about it through word of mouth. I don't know how others find out that may be something, because if I wouldn't have found out, I wouldn't know about it. Maybe put it in radios or something.
- I think it's a very good program. I just wish more people would take advantage of it.
- I think Sylvia does a fantastic job.

Sylvia Diers, continued

- I think that working through them, anyone you survey in my group will be totally satisfied. Our families came together when we got our diplomas and everyone was very happy. Our siblings got to ask questions, letting the public know what was being done and that was a good gesture, a good final touch for the program. We got to say what we liked and disliked, made us me feel good.
- I think the training was outstanding. We had a very good teacher, she addressed our needs. She laughed along with us and cried along with us. It was very important to gain that personal relationship with our counselor and my peers.
- I took the class twice. I think it was okay.
- I was very much appreciative of the help I received, and it gave me a lot self confidence to walk around my neighborhood.
- I would recommend it for anyone that is losing their eyesight.
- I'm just so glad I accepted the challenge to do the seminars. I enjoyed it very much.
- It couldn't have been any better, everything helped me to be able to live in my own.
- It was a wonderful class. I think whole class enjoyed it.
- It's very important. I hope funds continue to be available and the service continues.
- No, nothing else. Just that the class was wonderful.
- She felt bad that she wasn't doing very well in the training. It depressed her that it didn't work out.
- Sylvia introduced me to the dots to put on appliances. She is wonderful. Margie Pfenanstien, who worked at the local SSB office, is also wonderful.
- The training was fine, and the instructor was excellent.
- The training was very good. Sylvia was a good teacher. I would suggest that more people learn about the training. A family friend told me about. It needs more publication.
- They are thinking of starting a cooking class for blind people. I hope they do that. I also hope they will fund Sylvia Diers to do a follow-up visit with me in a few months.
- They can send Sylvia Diers anytime. She is really, really good.
- They encouraged me and I got so much out of it. I really learned how to do so much more than I could have.
- They were most helpful to me.
- Wish I could do the class again. She helped with a lot.

James Fry (Assistive Technology)

	ALL ¹⁴	Fry
Customer Response Rate*	92%	100%
Did you complete your training?	86%	100%
Were you treated with respect during the training?	99%	100%
Would you recommend this training to others?	97%	100%
How satisfied were you that your trainer understood your training needs and questions?	8.8	9.6
How satisfied were you that your trainer showed patience with your individual needs?	9.2	9.9
How satisfied were you that your trainer was knowledgeable about the subject?	9.2	9.9
How satisfied were you that your trainer was prepared?	9.0	9.6
How satisfied were you that your trainer was on time for the training?	9.4	10.0
Overall, how satisfied were you that your trainer was a good teacher?	9.2	10.0
How satisfied were you with the quality of the training you received?	9.0	9.9
How satisfied were you with what you learned from the training you received?	8.7	9.7
How challenged were you to develop your skills in the alternative techniques of blindness?	6.8	5.3
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.4	9.4
How satisfied are you that as a result of this training, you met your personal goals?	8.1	9.6
As a result of this training, I am able to travel safely around my community:	7.5	NA
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.2	9.0
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	7.8	NA
As a result of this training, I am able to read and write Braille:	2.6	NA
As a result of this alternative technique training, I have the same self-confidence as my sighted peers in doing everyday activities:	7.6	8.9

* Customer survey response rates may not be sufficient to yield statistically significant results for CRPs and individual vendors.

Responses to question on reason to recommend or not recommend training

- Before he came, I had a lot of trouble. I had a program on the computer that didn't work very well. I learned a lot from what he taught me. It was very helpful.
- I guess it would have to be that Jim was able to work at it with me. If I had some knowledge about parts he would start where I was at, so I was able to spend more time on things I had less ability on.
- I learned more about the computer by auditory, since my eyesight changed from using magnification.
- In Jim's case he did a very good job of walking me through my computer and explaining everything I needed.
- It was all excellent.
- My vision regressed to the point that I couldn't use the computer at all. What I do now is email and documents.
- The computer school was excellent. The only thing it can do is advance your life. Jim Fry has a lot of patience.

General Comments about the Training

- Both people I worked with were excellent. Particularly, Jim Fry; he knew everything. Diane was good. Lilly Altwood has been excellent, she is the director. She came to visit me personally, returned calls, and was a real advocate for me with a common sense approach.
- I don't think so. The service is good and I really appreciate it.
- I have nothing bad to say. The classes were great and I appreciate the state doing this for me.

¹⁴ 'All': category includes the aggregated scores of all the CRPs and individual vendors with completed interviews within the 12-month time frame of the report and are listed in the response rate chart in the Introduction on page 3.

James Fry, continued

- James Fry is a great teacher and a nice person.
- Not that I can think of, but during the training process Jim was accessible to me if I had any questions. I could send him an email and he would respond.
- I felt I was able to move through step by step and focus on areas I was weak on. After each session, he would tell me what we did and I would put it in my notes. It was very helpful. Jim is also very patient.

Diane Grundyson (Mobility, Older Blind, Rehabilitation Teaching)

	ALL ¹⁵	DG
Customer Response Rate*	92%	94%
Did you complete your training?	86%	93%
Were you treated with respect during the training?	99%	100%
Would you recommend this training to others?	97%	100%
How satisfied were you that your trainer understood your training needs and questions?	8.8	8.9
How satisfied were you that your trainer showed patience with your individual needs?	9.2	8.6
How satisfied were you that your trainer was knowledgeable about the subject?	9.2	9.2
How satisfied were you that your trainer was prepared?	9.0	9.3
How satisfied were you that your trainer was on time for the training?	9.4	9.5
Overall, how satisfied were you that your trainer was a good teacher?	9.2	9.6
How satisfied were you with the quality of the training you received?	9.0	9.3
How satisfied were you with what you learned from the training you received?	8.7	8.9
How challenged were you to develop your skills in the alternative techniques of blindness?	6.8	8.1
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.4	8.8
How satisfied are you that as a result of this training, you met your personal goals?	8.1	8.1
As a result of this training, I am able to travel safely around my community:	7.5	7.0
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.2	NA
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	7.8	7.5
As a result of this training, I am able to read and write Braille:	2.6	0.4
As a result of this alternative technique training, I have the same self-confidence as my sighted peers in doing everyday activities:	7.6	6.4

* Customer survey response rates may not be sufficient to yield statistically significant results for CRPs and individual vendors.

Responses to question on reason to recommend or not recommend training

- Because it may be tiny steps, but they are tiny steps toward independence. She went through the alphabet with me and went for walks with me with my cane. I was not in a position to learn, because of other things that were going on. She was good, but it was me. I need to go to blind school, but I haven't accepted it yet. I would say in anyone in my position to go ahead and do it. It may seem insurmountable or a mountain you can't climb, but step by step you will make it.
- I don't talk much to others as I am hard of hearing. The best part of the training was having someone to talk to.
- I had some needs at the moment and she was able to fulfill those needs the best of her ability. However, my eyesight changed since then.
- I would say the using of the cane and the learning to cook French toast, learning the texture of the food and when it was done or not done. The setting of different temperatures, marking the dials on the appliances. I do like the timer.
- It helped me learning how to use services that I never knew existed and different techniques to help me adapt to people who can still see.
- Learning how to fold clothes and it made things easier. I also learned how to use a cane.
- My experience would be to have someone reinforce training. I can take care of myself here, but winter time would be another story. I need more training.
- The cane training was really good and made me more comfortable walking and going up stairs. Some of the gadgets were helpful, like the cooking gadgets and cooking tips.

¹⁵ 'All': category includes the aggregated scores of all the CRPs and individual vendors with completed interviews within the 12-month time frame of the report and are listed in the response rate chart in the Introduction on page 3.

Diane Grundyson, continued

- The way she taught us things, like walking with the cane with the ball on it. It helped to keep me from falling all the time.
- They are very pleasant, and the surrounding was also pleasant. I had a very good teacher. Interesting to see the other people who have similar problems, and learn how they deal with it.
- They have good information that I needed. They helped with a dog. I got complete answers. I would tell everybody how she helped. I don't fall all the time anymore.
- Things she taught me, and I turned around later I used. I've tried things I would not have tried otherwise. The trainer is very knowledgeable.
- What I learned, and the help I got. The proper training on how to hold a cane, and learning how to go from one side to another was very good. She gives good tips.

General Comments about the Training

- Diane told me about getting a seeing-eye dog, if I have another stroke and totally lose my sight.
- Diane did a good job but you have to have a willing participant.
- I had an excellent teacher. Everybody enjoyed the class.
- I really appreciated it. The pink pen that makes dots on the microwave really helps me.
- I'm very appreciative, and thank you very much.
- It is a good thing to check in and see what people enjoy and can do. We all got along very well in the training and had lots of laughs. We enjoyed each other's company.

Charlene Guggisberg (Braille, Rehabilitation Teaching)

	ALL ¹⁶	CG
Customer Response Rate*	92%	81%
Did you complete your training?	86%	69%
Were you treated with respect during the training?	99%	100%
Would you recommend this training to others?	97%	89%
How satisfied were you that your trainer understood your training needs and questions?	8.8	8.0
How satisfied were you that your trainer showed patience with your individual needs?	9.2	8.7
How satisfied were you that your trainer was knowledgeable about the subject?	9.2	9.1
How satisfied were you that your trainer was prepared?	9.0	8.1
How satisfied were you that your trainer was on time for the training?	9.4	8.2
Overall, how satisfied were you that your trainer was a good teacher?	9.2	8.6
How satisfied were you with the quality of the training you received?	9.0	8.2
How satisfied were you with what you learned from the training you received?	8.7	7.1
How challenged were you to develop your skills in the alternative techniques of blindness?	6.8	6.7
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.4	7.3
How satisfied are you that as a result of this training, you met your personal goals?	8.1	6.4
As a result of this training, I am able to travel safely around my community:	7.5	8.5
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.2	NA
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	7.8	6.0
As a result of this training, I am able to read and write Braille:	2.6	5.0
As a result of this alternative technique training, I have the same self-confidence as my sighted peers in doing everyday activities:	7.6	5.8

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Responses to question on reason to recommend or not recommend training

- I learned that it depends on who the instructor is, because she has more than one approach and she builds your self esteem.
- I really needed a lot more help. I didn't get the full training. I was supposed to get cooking classes and grooming classes, but did not get it.
- I was so frightened and it took so much of the fear away.
- It was very relaxed.
- It's pretty good, but they never brought me a cane.
- Just how nice she was and how she tried to be helpful. I'm not confident cooking, I have my husband do it. There are just things I don't do well and I could have used more training but they are not her fault.
- Survival I guess. She showed us different things about cooking.
- The patience they had with her, willingness to try to help her, and the understanding because she was very frustrated. They are very nice people. She has a disability, but they didn't make her feel stupid, as if she couldn't do something.
- She is a wonderful teacher, but her cell phone kept ringing and she spent too much time on the phone. I think they wasted state money, because she told me I couldn't do it.

¹⁶ 'All': category includes the aggregated scores of all the CRPs and individual vendors with completed interviews within the 12-month time frame of the report and are listed in the response rate chart in the Introduction on page 3.

Charlene Guggisberg, continued

General Comments about the Training

- Charlene was excellent; it was just at the time I didn't know the things I should have asked her.
- I am grateful and will continue to be grateful. Everyone was so good to me.
- I think it was a good program and should continue. I think it helps a lot of people.
- I was pleased with the training, but really need more.
- I would have been better off with school atmosphere, not one on one. I just needed more structure.
- She thought it was good and it helped her cope with not being able to see. They taught her how to move toward and learn what she could. She couldn't do everything, because of her mental disability.

Earle Harrison - Triumph Technology (Assistive Technology)

	ALL ¹⁷	Triumph
Customer Response Rate*	92%	92%
Did you complete your training?	86%	92%
Were you treated with respect during the training?	99%	100%
Would you recommend this training to others?	97%	82%
How satisfied were you that your trainer understood your training needs and questions?	8.8	8.5
How satisfied were you that your trainer showed patience with your individual needs?	9.2	8.3
How satisfied were you that your trainer was knowledgeable about the subject?	9.2	8.8
How satisfied were you that your trainer was prepared?	9.0	8.6
How satisfied were you that your trainer was on time for the training?	9.4	9.5
Overall, how satisfied were you that your trainer was a good teacher?	9.2	8.3
How satisfied were you with the quality of the training you received?	9.0	8.2
How satisfied were you with what you learned from the training you received?	8.7	8.3
How challenged were you to develop your skills in the alternative techniques of blindness?	6.8	5.3
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.4	6.3
How satisfied are you that as a result of this training, you met your personal goals?	8.1	7.4
As a result of this training, I am able to travel safely around my community:	7.5	NA
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.2	7.6
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	7.8	NA
As a result of this training, I am able to read and write Braille:	2.6	NA
As a result of this alternative technique training, I have the same self-confidence as my sighted peers in doing everyday activities:	7.6	7.5

* Customer survey response rates may not be sufficient to yield statistically significant results for CRPs and individual vendors.

Responses to question on reason to recommend or not recommend training

- For someone who need more training than myself, I am sure they would be very helpful with them until they reached their skill level.
- Some of the people that are there have had vision problems and they understand what are needs are and where we're coming from.
- The instructor was patient. They helped me learn equipment and become more accessible. They need to be more rounded with making software more usable in other areas.
- The knowledge base of the trainers was excellent. They were extremely accommodating and eager to assist in every way possible.
- The trainer was awesome, and really knew what she was doing.
- They are very courteous, very knowledgeable, and have a flexible schedule.
- They really understand your needs. Some of them are also blind so they understand how to use the equipment.
- They were respectful, knowledgeable, and they treat you very well.

General Comments about the Training

¹⁷ 'All': category includes the aggregated scores of all the CRPs and individual vendors with completed interviews within the 12-month time frame of the report and are listed in the response rate chart in the Introduction on page 3.

Thomas Lijewski – T Co., Inc. (Assistive Technology)

	ALL ¹⁸	Lijewski
Customer Response Rate*	92%	80%
Did you complete your training?	86%	100%
Were you treated with respect during the training?	99%	88%
Would you recommend this training to others?	97%	88%
How satisfied were you that your trainer understood your training needs and questions?	8.8	7.4
How satisfied were you that your trainer showed patience with your individual needs?	9.2	8.3
How satisfied were you that your trainer was knowledgeable about the subject?	9.2	8.0
How satisfied were you that your trainer was prepared?	9.0	6.9
How satisfied were you that your trainer was on time for the training?	9.4	7.6
Overall, how satisfied were you that your trainer was a good teacher?	9.2	7.1
How satisfied were you with the quality of the training you received?	9.0	7.4
How satisfied were you with what you learned from the training you received?	8.7	6.8
How challenged were you to develop your skills in the alternative techniques of blindness?	6.8	6.0
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.4	6.9
How satisfied are you that as a result of this training, you met your personal goals?	8.1	6.9
As a result of this training, I am able to travel safely around my community:	7.5	NA
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.2	7.9
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	7.8	NA
As a result of this training, I am able to read and write Braille:	2.6	NA
As a result of this alternative technique training, I have the same self-confidence as my sighted peers in doing everyday activities:	7.6	7.0

* Customer survey response rates may not be sufficient to yield statistically significant results for CRPs and individual vendors.

Responses to question on reason to recommend or not recommend training

- Based on my own experience, they been going pretty good, but nothing has changed.
- Because they know how to train people that are visually impaired and they do a good job.
- I learned basic things on computer that I didn't know before.
- I thought the overall training was good.
- It's just that the technology was so expensive, so it was nice for it to be paid for so I could keep my job.
- The fact that they are very helpful and give you the confidence to be in the sighted community.
- They have been pretty good so far and helped me out a lot.
- They didn't do their job, they didn't train me and they just left me to learn it for myself

General Comments about the Training

- I would give it all a ten.
- They have made me happy.
- They didn't follow through with what they said they would do.

¹⁸ 'All': category includes the aggregated scores of all the CRPs and individual vendors with completed interviews within the 12-month time frame of the report and are listed in the response rate chart in the Introduction on page 3.