

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

**Adjustment to Blindness Customer Satisfaction Survey Results
For the period of April, 2009 to March, 2010**

Table of Contents

Introduction	3
CRP's Completed Interview and Response Rate	3
Individual Vendor's Completed Interview and Response Rate	3
Rating Comparison by CRPs	6
Blindness: Learning in New Dimensions, Inc. (BLIND, Inc.)	7
Duluth Lighthouse for the Blind	9
Vision Loss Resources (VLR)	12
Rating Comparison by Individual Vendors	15
Debbie Bock	16
Michael Christian – Fch Enterprise LLC	18
Joe Cioffi	20
Sylvia Diers	21
James Fry	24
Diane Grundyson	26
Charlene Guggisberg	28
Earle Harrison – Triumph Technology	30
Nancy Kuhlmann – K & N Kuhlmann, Inc	31
Thomas Lijewski – T. Co Inc.	32
Sharee Marcus	34
Flint Million	35
Rating Comparison by SSB Unit	36

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 (**April 2009 to March 2010**) 319 SSB customers were selected as having completed ATB training. Of the 319 trainees, 288 had current contact information, of these 255 or 89% 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.)	19	2	3	24	90%
Duluth Lighthouse for the Blind	50	2	3	55	96%
North Dakota School for the Blind	0	1	0	1	0%
South Dakota Low Vision	3	0	0	3	100%
Vision Loss Resources, Inc.	49	3	9	61	94%
CRP sub-total	121	8	15	144	94%
Individual Vendors	Completed Interview	No Response	Invalid	Total	Response Rate
Albert Alexander Fryc	0	1	0	1	0%
Dan Beal	2	1	0	3	67%
Debbie Bock	8	1	0	9	89%
Richard Branting	3	1	0	4	75%
Michael Christian – Fch Enterprises LLC	7	3	2	12	70%
Joe Cioffi	8	1	1	10	75%
Sylvia Diers	33	0	5	38	100%
Daniel Ellingsberg	1	0	0	1	100%
James Fry	7	0	0	7	100%
Diane Grundyson	7	1	1	9	100%
Charlene Guggisberg	20	5	1	26	80%
Earle Harrison – Triumph Technology	6	2	1	9	75%
Nancy Kuhlmann – K & N Kuhlmann, Inc.	5	2	0	7	71%
Thomas Lijewski – T Co., Inc	13	4	1	18	76%
Sharee Marcus	5	1	4	10	83%
Flint Million	5	2	0	7	71%
Ken Treblehorn – Low Vision Tech	1	0	0	1	100%
Sandra Weeks	3	0	0	3	100%
Individual Vendor sub-total	134	25	16	175	84%
Totals	255	33	31	319	89%

For the purpose of this study, a 70 percent response rate was deemed sufficient to yield accurate and representative vendor results. Of the above 23 vendors, 15 vendors had 5 or more responses and a response rate of 70 percent or more, the benchmark for inclusion within this report.

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)].

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.

[Sharee Marcus](#) – 10.0
[Charlene Guggisberg](#) –8.6
[Duluth Lighthouse for the Blind](#) – 8.2
[Sylvia Diers](#) –7.4
[Joe Cioffi](#) – 7.4
[Vision Loss Resources](#) – 6.7
[BLIND, Inc.](#) – 6.5
[Diane Grundyson](#) –6.4

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

[Michael Christian](#) – 9.1
[Earle Harrison](#) – 9.0
[Nancy Kuhlman](#) – 9.0
[James Fry](#) – 9.0
[Deb Bock](#) – 8.6
[Tom Lijewski](#) – 8.5
[Flint Million](#) – 8.3
[Vision Loss Resources](#) – 7.8
[Duluth Lighthouse for the Blind](#) – 4.6
[BLIND, Inc.](#) – 4.1

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

[BLIND, Inc.](#) – 9.7
[Diane Grundyson](#) – 8.3
[Sylvia Diers](#) – 8.2
[Vision Loss Resources](#) – 8.0
[Duluth Lighthouse for the Blind](#) – 8.0
[Charlene Guggisberg](#) – 7.7

Read and write Braille.

[BLIND, Inc.](#) – 5.4
[Vision Loss Resources](#) – 4.0
[Sylvia Diers](#) – 3.0
[Charlene Guggisberg](#) – 1.7
[Duluth Lighthouse for the Blind](#) – .8
[Diane Grundyson](#) – .5

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

[Nancy Kuhlman](#) – 9.5
[James Fry](#) – 8.9
[Sharee Marcus](#) – 8.5
[Earle Harrison](#) – 8.4
[Deb Bock](#) – 8.2
[Michael Christian](#) – 8.1
[Joe Cioffi](#) – 7.8
[Sylvia Diers](#) – 7.7
[Duluth Lighthouse for the Blind](#) - 7.6
[Vision Loss Resources](#) – 7.5
[Flint Million](#) – 7.5
[BLIND, Inc.](#) – 7.4
[Charlene Guggisberg](#) – 7.3
[Tom Lijewski](#) – 7.3
[Diane Grundyson](#) – 6.0

Rating Comparison by CRPs

	ALL ³	BLIND, Inc.	Duluth Lighthouse for the Blind	Vision Loss Resources	Other ⁴
Customer Response Rate:	89%	90%	96%	94%	76%
Did you complete your training?	88%	90%	90%	82%	92%
Were you treated with respect during the training?	99%	90%	90%	100%	100%
Would you recommend this training to others?	95%	88%	90%	100%	83%
How satisfied were you that your trainer understood your training needs and questions?	8.8	7.9	9.0	9.1	8.2
How satisfied were you that your trainer showed patience with your individual needs?	9.2	8.9	9.4	9.4	8.8
How satisfied were you that your trainer was knowledgeable about the subject?	9.3	8.8	9.7	9.6	8.9
How satisfied were you that your trainer was prepared?	9.1	8.6	9.8	9.4	8.8
How satisfied were you that your trainer was on time for the training?	9.5	9.4	9.9	9.8	9.2
Overall, how satisfied were you that your trainer was a good teacher?	9.1	7.9	9.7	9.6	8.1
How satisfied were you with the quality of the training you received?	9.0	8.0	9.6	9.5	8.1
How satisfied were you with what you learned from the training you received?	8.7	7.6	9.2	9.2	7.8
How challenged were you to develop your skills in the alternative techniques of blindness?	6.4	7.1	6.5	6.6	5.5
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.3	8.1	8.8	8.5	7.0
How satisfied are you that as a result of this training, you met your personal goals?	8.1	7.0	8.6	8.1	6.4
As a result of this training, I am able to travel safely around my community:	7.6	6.5	8.2	6.7	7.9
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.0	4.1	4.6	7.8	8.0
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	8.3	9.7	8.0	8.0	8.7
As a result of this training, I am able to read and write Braille:	2.6	5.4	0.8	4.0	5.8
As a result of this alternative technique training, I have the same self-confidence as my sighted peers in doing everyday activities:	7.6	7.4	7.6	7.5	6.4

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*	89%	90%
Did you complete your training?	88%	90%
Were you treated with respect during the training?	99%	90%
Would you recommend this training to others?	95%	88%
How satisfied were you that your trainer understood your training needs and questions?	8.8	7.9
How satisfied were you that your trainer showed patience with your individual needs?	9.2	8.9
How satisfied were you that your trainer was knowledgeable about the subject?	9.3	8.8
How satisfied were you that your trainer was prepared?	9.1	8.6
How satisfied were you that your trainer was on time for the training?	9.5	9.4
Overall, how satisfied were you that your trainer was a good teacher?	9.1	7.9
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	7.6
How challenged were you to develop your skills in the alternative techniques of blindness?	6.4	7.1
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.3	8.1
How satisfied are you that as a result of this training, you met your personal goals?	8.1	7.0
As a result of this training, I am able to travel safely around my community:	7.6	6.5
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.0	4.1
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	8.3	9.7
As a result of this training, I am able to read and write Braille:	2.6	5.4
As a result of this alternative technique training, I have the same self-confidence as my sighted peers in doing everyday activities:	7.6	7.4

* 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 once you become blind if you don't have any resources you become lost and wouldn't get the help. I went for the information because I'm not blind yet but I'm planning for the future so I know what I'm getting into. I found this training very pleasant and very upbeat.
- 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 wouldn't recommend it for only 6 weeks and I suppose it was a good thing for me. For someone that is younger it would make a big difference I'm 89 years. It would make a big difference if I was younger.
- 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 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.
- 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 braille enough to operate elevator.

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

- 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.
- They taught us to thread a needle, use a cane, and we cooked every day, learned to sort clothes. The teachers were very lovely ladies.
- They were very helpful. You could ask any question you wanted and they would answer.
- You do learn a lot about everyday things and that is important. For example, how to match up clothing, that seems like a simple thing but for a person like me, it's very important.
- I would not recommend this for seniors in their 90's because we felt we did not need to learn Braille and most of us use a cane for support and cannot use the white cane. They were redecorating the kitchen and we did not get our cooking lessons.
- This program is a coffee clutch, as I call it. They need to teach Braille better than they do, all they did was sit there and tell me how or what they did that day. That is not teaching me to read. I wish I had a suggestion as to how to better teach me but I don't. If I did I could teach myself. I had to rate them a zero on most of the questions because I don't feel I got anything out of the program. I even asked the two other people in the group if they were learning anything. They said no. They should look at the individual needs of each person and then decide what they would need to help them the best. I know how to do laundry, cook, and clean. I got nothing out of these 6 weeks of training.

General Comments about the Training

- I think the training was good and the teachers tried their very best. They were kind and patient.
- I think this is a wonderful thing that you have someone you can call and I admire the people involved. When you get as old as I am you get pretty set in your ways. I can see movement but going out I'm pretty stressed out when I get back and I'm real careful.
- I wanted training on the computer and did not get it.
- I wish that there was such a thing or some way for people to thread a needle easier, one with a bigger eye. I love to sew and I want to be able to continue if there was only an easier way to thread it. The threaded isn't working well I broke that thin wire last week. Also the knobs on the washing machine need to have a better point so you can see where it is. The degree button or knobs on the cover is very hard to see also. There has to be a better way to mark the degrees or have it talk to you or something. Even the new ones are really hard to read and you can't see what temperature you're at.
- It was an interesting survey and all my training was great.
- No, it was totally awesome. I think some sighted people should be there.
- 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 hard getting them to cooperate, but the teacher tried. So I am thankful for that.
- The teachers tried very hard, but I think we were too old to learn Braille. We're in our 90's and a couple of ladies were blind and deaf. The training was difficult because there were so many interruptions. They were redecorating and we were moved from place to place, the teachers attended a convention at that time and I believe they also went to Europe.
- 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*	89%	96%
Did you complete your training?	88%	90%
Were you treated with respect during the training?	99%	90%
Would you recommend this training to others?	95%	90%
How satisfied were you that your trainer understood your training needs and questions?	8.8	9.0
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?	9.3	9.7
How satisfied were you that your trainer was prepared?	9.1	9.8
How satisfied were you that your trainer was on time for the training?	9.5	9.9
Overall, how satisfied were you that your trainer was a good teacher?	9.1	9.7
How satisfied were you with the quality of the training you received?	9.0	9.6
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?	6.4	6.5
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.3	8.8
How satisfied are you that as a result of this training, you met your personal goals?	8.1	8.6
As a result of this training, I am able to travel safely around my community:	7.6	8.2
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.0	4.6
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	8.3	8.0
As a result of this training, I am able to read and write Braille:	2.6	0.8
As a result of this alternative technique training, I have the same self-confidence as my sighted peers in doing everyday activities:	7.6	7.6

* 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.
- Because I think it is the greatest place that ever lived, it told me everything I needed to know to live with blindness. I learned alternative ways of cooking, learning to live without sight, seeing that I could do it. I went when I first went blind and more recently. My mobility teacher came out to my neighborhood and worked with me.
- From my own experience I got very depressed because I could not drive or do any of the things I wanted to do.
- 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 could not read the newspaper and with the help of the training I can now read it.
- I have a limited time and everything seemed rushed because I was starting school.
- I have gained more confidence with this training. This has been self gratifying training and would be beneficial to others.
- 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 learned so many things that I knew nothing about. I learned to use my cane and gadget to coordinate your clothing. I met other people with similar disabilities.
- I loved the technology training with the computer. The trainer was very patient. If I have any questions, I call them and they give the answers and tips. The trainers were very supportive.

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 received a lot of help.
- I think it has given me self confidence to go among people. It has taught that I am not alone in this.
- I think that it gave me the ability to achieve self-confidence in using technology that I was not familiar with like computers and note readers.
- I think the training was very good for people who have no one to live in or come in to assist them.
- I think they had good everyday training, they were telling about how to fold money, which was really good. Ordinary things to help.
- I thought everything was useful to me. The magnifying glass with a light so I can write letters was great.
- 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 patience. She knows her stuff. I would recommend it to anyone.
- It helps you to get around. I got a new clock because I could not read mine and that helps a lot.
- It was interesting and learned a lot. We learned to mark things with little dots so that I can recognize different things.
- It's a good course. They explained how to walk up and down steps.
- It's wonderful and I am pretty confident. They put little gizmos on my microwave to identify the temperature of the stove and that really helps.
- 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 patience they showed me.
- There are lots of things in the two hours a day for four weeks that I learned. Many things.
- There were many thing they taught me like personal grooming, helped me go to church and how to get up the steps and how to get into the room.
- 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 taught me how to tell what change is in my pocket.
- They treat a person so nice; it's hard to say anything bad about them. They helped in every way.
- They were very helpful. They gave me ideas and helped me.
- They would learn completely whatever they needed to know about blindness. The dots to put on your stove for heating and cooking and kitchen arrangements. Also learning not to stumble in my living room.
- 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. 0

General Comments about the Training

- I am just really satisfied.
- I am very interested. The women were all very nice.
- I appreciated the training and state services taking the time to give me the training.

Duluth Lighthouse for the Blind continued

- I can recommend it very highly. I am not totally blind but the training was excellent.
- 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 guess not. I was just impressed with the training.
- 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 never thought that they had so many aids available to help the blind.
- 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 think it has improved my morale and the companionship of the group.
- I think that the training was very good for me. I love to read and now I have the talking books. I really enjoy that.
- I thought the training was real good and I learned a lot and the survey was ok.
- I was kind of surprised that they were aware of all the things that are an issue when you can't see.
- I was very pleased with it. I wish I could go all the time, but I have to depend on rides.
- 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.
- No, I enjoyed my training.
- No, I think it was all good.
- No, it is absolutely great and the survey is fine to let people know how great they are, excellent teachers.
- No, not that I can think of. I have gained more self-confidence in cooking meals and was given tips for traveling around my neighborhood since I live in a rural setting.
- 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 classes were interested and the people were nice.
- The training was high quality and the trainers were experienced and I enjoyed the training.
- The training was wonderful, all 10's. They taught me sewing also.
- There is help out there for everyone.
- They were so willing to help.
- When I started losing my sight, I didn't know that there was help. I think should be publicized. Have the doctors tell people about them.
- Yes. I learned many skills through. They improved my typing skills and I enjoyed being there.

Vision Loss Resources, Inc. (VLR)

	ALL ⁷	VLR
Customer Response Rate*	89%	94%
Did you complete your training?	88%	82%
Were you treated with respect during the training?	99%	100%
Would you recommend this training to others?	95%	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?	9.3	9.6
How satisfied were you that your trainer was prepared?	9.1	9.4
How satisfied were you that your trainer was on time for the training?	9.5	9.8
Overall, how satisfied were you that your trainer was a good teacher?	9.1	9.6
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	9.2
How challenged were you to develop your skills in the alternative techniques of blindness?	6.4	6.6
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.3	8.5
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:	7.6	6.7
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.0	7.8
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	8.3	8.0
As a result of this training, I am able to read and write Braille:	2.6	4.0
As a result of this alternative technique training, I have the same self-confidence as my sighted peers in doing everyday activities:	7.6	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.
- Gives you more independence and you realize that you can overcome the disability.
- 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 felt they were very congenial and patient. They were able to rearrange my schedule when there was a conflict.
- I like the teacher very well and I like the way he handled the class and he was very understandable.
- I think it was a blessing and it helped me in a lot of ways. When I started I was very depressed, but as I went on I became more confident and looked at things differently and tried to cope and accept my problem. They cared and were very giving and kind.

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 thought it was a good experience.
- 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 was happy with the person that was here to teach me to use the white cane.
- It begins to teach you to be independent and achieve some mobility otherwise you would stay at home.
- It has helped me a lot and I see how it has helped me.
- It helped me to travel about my campus.
- 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 was a good learning experience.
- It was a good training and made me able to do things confidently because it is hard going from sighted to blind.
- 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.
- I've been to vision loss and Blind inc. Vision loss is far superior to blind Inc. They provide you options and take you through the training how you want to. Vision Loss gives you the ability to make choices and educates you. They show you how to use the technology. Blind Inc. only pushes you towards their agenda which is training for jobs. Jobs are all they care about. With Vision Loss the training is geared toward whatever you want to do. It's up to you and they are there to show you the light. If you want to go to school, they train you for that or if you just want to stay home they work with you. Blind Inc. forces their agenda on you.
- 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 are here to advise and teach me were wonderful and respectful and didn't make me feel foolish.
- 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.
- There were so many tools available. The blind WCIB cane training was the most important for me.
- They help a lot of blind people, and the state recommends all blind people to take it.
- They were patient, they answered all my questions and they understood what they were trying to teach and they wanted to help me understand it.
- This was a good learning experience.
- We did activities along with our school work.

General Comments about the Training

- 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 would like to be able to use a computer again, but do not have any feeling in my fingers. Something voice activated would be great.
- I had training for a visual cane. The girl that trained me was absolutely marvelous. She made me so relaxed.

Vision Loss Resources, Inc. (VLR) continued

- I hope that other people will use this training because it is very helpful. I don't know what I would do.
- I just don't know what more I can say they were very good to me. They are like family to me.
- I think it was handled well.
- I think more training on the cooking part should be included for people who intend on cooking.
- 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'm grateful that I've gotten a chance for my opinion to be heard. The staff at Vision Loss seems to genuinely care about you and the direction that you are going. They showed me how to use the technology and helped me make educated choices.
- 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 am sighted a bit and took the cane training as an insurance policy in case I need it in the future.
- No, I think everything was fine.
- No, I was very pleased with the training, but I wonder if I need the long cane.
- No. I was very satisfied with training.
- None really except that I'm not fully blind so I'm not sure if my training was like that of others.
- The only thing I would say is that my teacher was experienced and was willing to do anything to help you learn how to get around in familiar areas.
- The survey was good and my training was excellent.
- 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.
- 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	Nancy Kuhmann	Thomas Ljowski	Sharee Marcus	Flint Million	Other ⁹
Customer Response Rate:	89%	89%	70%	75%	100%	100%	100%	80%	75%	71%	76%	83%	71%	76%
Did you complete your training?	88%	75%	100%	100%	88%	100%	100%	80%	83%	80%	92%	80%	80%	92%
Were you treated with respect during the training?	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	92%	100%	100%	100%
Would you recommend this training to others?	95%	100%	86%	88%	97%	100%	100%	93%	100%	75%	92%	100%	75%	83%
How satisfied were you that your trainer understood your training needs and questions?	8.8	9.3	7.7	8.3	9.4	9.6	9.4	8.4	9.0	8.5	7.9	8.3	7.5	8.2
How satisfied were you that your trainer showed patience with your individual needs?	9.2	9.5	8.1	8.6	9.5	9.9	9.4	9.0	8.6	9.3	8.4	9.3	7.8	8.8
How satisfied were you that your trainer was knowledgeable about the subject?	9.3	9.5	8.3	8.1	9.4	9.9	9.3	9.3	9.4	9.0	8.5	9.3	9.3	8.9
How satisfied were you that your trainer was prepared?	9.1	9.2	8.6	8.1	9.2	9.6	9.4	8.9	9.0	8.8	7.3	9.3	8.0	8.8
How satisfied were you that your trainer was on time for the training?	9.5	9.8	7.6	8.6	9.6	10.0	9.7	9.1	9.6	9.8	8.3	9.3	9.0	9.2
Overall, how satisfied were you that your trainer was a good teacher?	9.1	9.3	8.6	8.8	9.4	10.0	9.6	9.1	9.0	9.0	7.6	9.5	7.5	8.1
How satisfied were you with the quality of the training you received?	9.0	9.2	8.4	8.5	9.4	9.9	9.6	8.9	8.6	9.0	7.6	8.5	7.0	8.1
How satisfied were you with what you learned from the training you received?	8.7	9.0	7.9	8.0	9.1	9.7	8.9	8.0	8.8	8.8	7.2	8.5	7.3	7.8
How challenged were you to develop your skills in the alternative techniques of blindness?	6.4	6.7	6.0	5.3	7.3	5.3	8.3	6.1	5.8	5.5	5.6	6.0	5.5	5.5
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.3	8.2	7.0	7.9	9.2	9.4	9.6	8.2	6.6	7.3	6.6	8.5	7.3	7.0
How satisfied are you that as a result of this training, you met your personal goals?	8.1	9.1	7.7	7.4	8.9	9.6	8.6	7.9	8.0	7.0	7.3	8.5	7.5	6.4
As a result of this training, I am able to travel safely around my community:	7.6	NA	NA	7.4	7.4	NA	6.4	8.6	NA	NA	NA	10.0	NA	7.9
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.0	8.6	9.1	NA	NA	9.0	NA	NA	9.0	9.0	8.5	NA	8.3	8.0
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	8.3	NA	NA	NA	8.2	NA	8.3	7.7	NA	NA	NA	NA	NA	8.7
As a result of this training, I am able to read and write Braille:	2.6	NA	NA	NA	3.0	NA	0.5	1.7	NA	NA	NA	NA	NA	5.8
As a result of this alternative technique training, I have the same self-confidence as my sighted peers in doing everyday activities:	7.6	8.2	8.1	7.8	7.7	8.9	6.0	7.3	8.4	9.5	7.3	8.5	7.5	6.4

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*	89%	89%
Did you complete your training?	88%	75%
Were you treated with respect during the training?	99%	100%
Would you recommend this training to others?	95%	100%
How satisfied were you that your trainer understood your training needs and questions?	8.8	9.3
How satisfied were you that your trainer showed patience with your individual needs?	9.2	9.5
How satisfied were you that your trainer was knowledgeable about the subject?	9.3	9.5
How satisfied were you that your trainer was prepared?	9.1	9.2
How satisfied were you that your trainer was on time for the training?	9.5	9.8
Overall, how satisfied were you that your trainer was a good teacher?	9.1	9.3
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	9.0
How challenged were you to develop your skills in the alternative techniques of blindness?	6.4	6.7
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.3	8.2
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:	7.6	NA
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.0	8.6
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	8.3	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	8.2

* 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 the instructor was able to teach me and took her time with me.
- Considering that I had no computer training and went to an overall understanding I would recommend it for those reasons. I started at how to turn on a computer almost. She is very patient, understanding, and able to translate to her students and go back a few steps to make us understand. I also felt free to call her.
- Deborah does research on the student before she begins teaching and she is very patient.
- It was good quality training done in a good quality manner.
- 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 think this training needs to be prior to my second year of college. The State Services for the Blind didn't offer services until the second year of college. Training should coincide with study and training.

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

- No. One suggestion might be to have a certain amount of training and then have the trainer come back in 3 months in case you have questions.
- 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.

Michael Christian (Assistive Technology)

	ALL ¹¹	Christian
Customer Response Rate*	89%	70%
Did you complete your training?	88%	100%
Were you treated with respect during the training?	99%	100%
Would you recommend this training to others?	95%	86%
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	8.1
How satisfied were you that your trainer was knowledgeable about the subject?	9.3	8.3
How satisfied were you that your trainer was prepared?	9.1	8.6
How satisfied were you that your trainer was on time for the training?	9.5	7.6
Overall, how satisfied were you that your trainer was a good teacher?	9.1	8.6
How satisfied were you with the quality of the training you received?	9.0	8.4
How satisfied were you with what you learned from the training you received?	8.7	7.9
How challenged were you to develop your skills in the alternative techniques of blindness?	6.4	6.0
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.3	7.0
How satisfied are you that as a result of this training, you met your personal goals?	8.1	7.7
As a result of this training, I am able to travel safely around my community:	7.6	NA
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.0	9.1
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	8.3	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	8.1

* 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 helps keep your independence to be able to still type and write letters and communicate with people.
- The overall experience was that everyone was willing to help me.
- They have helped me become more independent.
- 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 knowledgeable 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.
- They didn't show up for appointments. They took off for vacations, and were not responsible for keeping promises. They sent applications that I was not qualified for.

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.

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.

Michael Christian, continued

- No it gives me the opportunity to stay in touch.
- They need to allow more time for training, instead of set time.

Joe Cioffi (Orientation & Mobility, ATB Training)

	ALL ¹²	Cioffi
Customer Response Rate*	89%	75%
Did you complete your training?	88%	100%
Were you treated with respect during the training?	99%	100%
Would you recommend this training to others?	95%	88%
How satisfied were you that your trainer understood your training needs and questions?	8.8	8.3
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?	9.3	8.1
How satisfied were you that your trainer was prepared?	9.1	8.1
How satisfied were you that your trainer was on time for the training?	9.5	8.6
Overall, how satisfied were you that your trainer was a good teacher?	9.1	8.8
How satisfied were you with the quality of the training you received?	9.0	8.5
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?	6.4	5.3
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.3	7.9
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:	7.6	7.4
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.0	NA
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	8.3	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	7.8

* 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

- 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.
- It helps you in all different ways, learning how to run a stick, everything I needed with how to get around the place. He told me more about RP. He seemed to know a lot about the disease I have and that was helpful.
- It would help people, he helped improved my independence. Going on the bus and cooking. Mostly I learned things about transportation, the other things I learned from my family.
- That you know sign language is a definite perk, so you do not need an interpreter.
- 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.

Sylvia Diers (Older Blind, Rehabilitation Teaching)

	ALL ¹³	Diers
Customer Response Rate*	89%	100%
Did you complete your training?	88%	88%
Were you treated with respect during the training?	99%	100%
Would you recommend this training to others?	95%	97%
How satisfied were you that your trainer understood your training needs and questions?	8.8	9.4
How satisfied were you that your trainer showed patience with your individual needs?	9.2	9.5
How satisfied were you that your trainer was knowledgeable about the subject?	9.3	9.4
How satisfied were you that your trainer was prepared?	9.1	9.2
How satisfied were you that your trainer was on time for the training?	9.5	9.6
Overall, how satisfied were you that your trainer was a good teacher?	9.1	9.4
How satisfied were you with the quality of the training you received?	9.0	9.4
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?	6.4	7.3
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.3	9.2
How satisfied are you that as a result of this training, you met your personal goals?	8.1	8.9
As a result of this training, I am able to travel safely around my community:	7.6	7.4
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.0	NA
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	8.3	8.2
As a result of this training, I am able to read and write Braille:	2.6	3.0
As a result of this alternative technique training, I have the same self-confidence as my sighted peers in doing everyday activities:	7.6	7.7

* 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

- It was good to be with people who are in the same position that I am in.
- The instructors did a great job. They knew their stuff. They were informative and took time out to help you if you needed it.
- The people there were very helpful. They are educated in the field of blindness and it was a good place to get the overall training. The orientation and mobility instructor made the training go smoothly.
- Because it gave me a lot more hope that I could live independently I have recommended it. The society of the blind is very worthwhile. She showed me how to mark clothing and tell different colors. She helped me mark my appliances and it was a great help. She took the time when I was really having a tough day. She talked me through things and encouraged me not to give up.
- Because it really taught me a lot because I didn't know much about this. It went really fast and was wonderful.
- I have more confidence now that I have gone through the program. I know how to work with money and cook for myself.
- I just feel it gave me much more confidence in myself and I can do so much more.
- I just think that knowing my options has been a 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.

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

- 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.
- 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 was an eight week class. I learned braille, walking blindfolded, use of a cane, and learned how to count money.
- It's very interesting and helps us a lot.
- Just learning techniques on how to do things, when you can't see very well.
- Just the overall experience we had a good training, she taught us how to do things she made it a lot easier.
- Learning how to get around safely, independently, or with some help.
- Over the years Sylvia has greatly helped me. When I had to move after my husband passed, Sylvia helped me learn about getting around my new community.
- Preparing food, we actually did it in class and we had to follow through and do it, measuring. It was very practical, how to eat out, arrange your plate, it was all very good. She made it fun and interesting with her personality and answered all of our questions.
- She built up our self confidence in showing us how to do things I thought she was a very good teacher. She showed us how to bake and cook.
- 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 was very calm and they didn't make it serious, it was fun.
- 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 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.
- 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 so much to get over this hump I am in. I cannot read and I cannot see the TV. The hardest part is to learn to wait on myself. I have a lot of training to take. I think that they have done a wonderful job.
- They helped putting things around that helps you maintain independence. The stove, washer, dryers, and telephones has dots that help me use them.
- They treated me with respect and were patient with me.
- 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.
- I didn't complete the training because of inclement weather but I did not go back to her so technically I completed it with her. She needs more training in Orientation and Mobility and direction giving. I kept asking for specific directions like which building to go to. Try naming the building and not say over there or that way. Also it was very distracting that she was extremely willing to have conversations about everything except the tasks I was learning and the work we were doing.

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.
- Everything is fine. I cannot speak highly enough about the services.
- I have a lot of respect for Sylvia. She is a very good teacher.
- 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.

Sylvia Diers, continued

- I think Sylvia does a fantastic job.
- 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 wish that more people could have more access to this training; it really helps and makes you feel good about yourself. Being blind is hard and you don't realize some of the smallest things are that are taken for granted until you need to use them.
- 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.
- No I think it's wonderful as far as the training and experience.
- No just that it was a wonderful experience and I was glad I went.
- Not really except I enjoyed it.
- She felt bad that she wasn't doing very well in the training. It depressed her that it didn't work out.
- Sylvia suggested that I use sleep shade training, but I was afraid I'd lose my balance, but she was very patient with me.
- The only thing I did wish was that there would have been classes back in Baxter Minnesota. There aren't any where I am now either.
- The only thing I didn't learn much about was the Braille.
- The whole department has been helpful. I received a close circuit television, which is very helpful. I can write a check, and read the mail.
- There were other people after I took it that said they wish they knew earlier about the class, they offer it sporadically so they were sorry they missed it.
- 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 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*	89%	100%
Did you complete your training?	88%	100%
Were you treated with respect during the training?	99%	100%
Would you recommend this training to others?	95%	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?	9.3	9.9
How satisfied were you that your trainer was prepared?	9.1	9.6
How satisfied were you that your trainer was on time for the training?	9.5	10.0
Overall, how satisfied were you that your trainer was a good teacher?	9.1	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?	6.4	5.3
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.3	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:	7.6	NA
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.0	9.0
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	8.3	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 Frye has a lot of patience.

General Comments about the Training

- Both people I worked with were excellent. Particularly, Jim Fry; he knew everything.
- 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.
- The training and I don't know if it was Jim or if all were the same. 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.
- 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.

Diane Grundyson (Mobility, Older Blind, Rehabilitation Teaching)

	ALL ¹⁵	DG
Customer Response Rate*	89%	100%
Did you complete your training?	88%	100%
Were you treated with respect during the training?	99%	100%
Would you recommend this training to others?	95%	100%
How satisfied were you that your trainer understood your training needs and questions?	8.8	9.4
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?	9.3	9.3
How satisfied were you that your trainer was prepared?	9.1	9.4
How satisfied were you that your trainer was on time for the training?	9.5	9.7
Overall, how satisfied were you that your trainer was a good teacher?	9.1	9.6
How satisfied were you with the quality of the training you received?	9.0	9.6
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?	6.4	8.3
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.3	9.6
How satisfied are you that as a result of this training, you met your personal goals?	8.1	8.6
As a result of this training, I am able to travel safely around my community:	7.6	6.4
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.0	NA
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	8.3	8.3
As a result of this training, I am able to read and write Braille:	2.6	0.5
As a result of this alternative technique training, I have the same self-confidence as my sighted peers in doing everyday activities:	7.6	6.0

* 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 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.
- Diane was an awesome, awesome teacher. She knew so much and was so talented. She seemed to know just what you were thinking.
- Diane was very patient and thorough, even during inclement weather. Would like her to come one more time to explain the gadgetry.
- 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.
- Learning how to fold clothes and it made things easier. I also learned how to use a cane.
- She helped me have confidence about pushing the right buttons on the stove. Before Diane I wasn't reading as much. I got the magnifier and it helps to read the newspaper. I am very satisfied with the books on tape. I would recommend it for anyone to help them gain confidence because of the change in eyesight. Learning to do a new way instead of feeling insecure about not doing something right.
- 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.

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

General Comments about the Training

- Diane did a good job but you have to have a willing participant.
- I had an excellent teacher. Everybody enjoyed the class.
- No, I enjoyed the training very much and would do it again if she were my teacher.
- She is doing a good job; it has been very interesting to have the talking books. Reading was my passion and it was very nice to meet Diane.
- Diane came out during inclement weather and that helped.

Charlene Guggisberg (Braille, Rehabilitation Teaching)

	ALL ¹⁶	CG
Customer Response Rate*	89%	80%
Did you complete your training?	88%	80%
Were you treated with respect during the training?	99%	100%
Would you recommend this training to others?	95%	93%
How satisfied were you that your trainer understood your training needs and questions?	8.8	8.4
How satisfied were you that your trainer showed patience with your individual needs?	9.2	9.0
How satisfied were you that your trainer was knowledgeable about the subject?	9.3	9.3
How satisfied were you that your trainer was prepared?	9.1	8.9
How satisfied were you that your trainer was on time for the training?	9.5	9.1
Overall, how satisfied were you that your trainer was a good teacher?	9.1	9.1
How satisfied were you with the quality of the training you received?	9.0	8.9
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?	6.4	6.1
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.3	8.2
How satisfied are you that as a result of this training, you met your personal goals?	8.1	7.9
As a result of this training, I am able to travel safely around my community:	7.6	8.6
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.0	NA
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	8.3	7.7
As a result of this training, I am able to read and write Braille:	2.6	1.7
As a result of this alternative technique training, I have the same self-confidence as my sighted peers in doing everyday activities:	7.6	7.3

* 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

- Because I am one who still can see and get around. For me it was a challenge of doing things and learning to use your hands to cook and bake. It was a big help.
- I had a wonderful teacher. She taught us to cook, thread a needle and sew, use a cane and how to go out to a meal.
- I just can't say enough for the whole program. The teacher was very thorough even if I don't use it, it was helpful.
- I learned a lot from it, things I never knew like how to write a check, use the stove and anything pertaining to blindness. She was good all over.
- I learned that it depends on who the instructor is, because she has more than one approach and she builds your self esteem.
- I think it is good training like how to fold our money and recognize nickels and pennies, that was useful. I also like the talking book that she introduced. I was sick with the flu during some of the training and was not all there, that was my main dissatisfaction. She even made a home visit.
- I was so frightened and it took so much of the fear away.
- I would recommend it depending on what stage the person is at. The idea of promoting a person staying in the home and doing those things was good. Charlene knew the material very well she was just in an unfamiliar place during the training that effected things.
- It was very relaxed.

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

- 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 that's not her fault.
- Survival I guess. She showed us different things about cooking.
- The fact that it took a lot a fear away from me. It gave me a lot of self confidence.
- The know how to identify items with my cane. Everything I tap I can tell what it is.
- She is a wonderful teacher, but her cell phone kept ringing and she spent too much time on the phone.

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 really enjoyed the training. The glasses they gave me helped eliminate the glare, but they broke.
- I think it was a good program and should continue. I think it helps a lot of people.
- I wish there was a hand held scanner that would talk to me as I scan a page or the price of things. There was a camera she demonstrated but that would not be practical for me, I wish they could invent the scanner. With the camera you have to hold the camera in a certain position.
- I would have been better off with school atmosphere, not one on one. I just needed more structure.
- It was all free and it was fantastic. I couldn't be happier.
- Nothing compares to Minnesota for this training. It was excellent. I didn't know the lady at all but I would recommend her highly and she is an exceptional person.

Earle Harrison - Triumph Technology (Assistive Technology)

	ALL ¹⁷	Triumph
Customer Response Rate*	89%	75%
Did you complete your training?	88%	83%
Were you treated with respect during the training?	99%	100%
Would you recommend this training to others?	95%	100%
How satisfied were you that your trainer understood your training needs and questions?	8.8	9.0
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?	9.3	9.4
How satisfied were you that your trainer was prepared?	9.1	9.0
How satisfied were you that your trainer was on time for the training?	9.5	9.6
Overall, how satisfied were you that your trainer was a good teacher?	9.1	9.0
How satisfied were you with the quality of the training you received?	9.0	8.6
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?	6.4	5.8
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.3	6.6
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:	7.6	NA
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.0	9.0
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	8.3	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	8.4

* 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

- For someone who need more training than myself, I am sure they would be very helpful with them until they reached their skill level.
- Technology constantly evolves and workers need to be updated on the use of this technology. It is necessary to be aware of the constant change and I need more training in the future.
- 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 quality of the training, the knowledge that was passed along, the quality of the product, the KNFB reader for instance. I also have a Braille note taker and they trained me on that.
- They really understand your needs. Some of them are also blind so they understand how to use the equipment.

General Comments about the Training

- It was very specific to my needs. She showed me how to get around the computer using programs from my work. If a person is not aware of such programs, they don't know what to study to operate these programs.

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.

Nancy Kuhlmann (Assistive Technology)

	ALL ¹⁸	NK
Customer Response Rate*	89%	71%
Did you complete your training?	88%	80%
Were you treated with respect during the training?	99%	100%
Would you recommend this training to others?	95%	75%
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	9.3
How satisfied were you that your trainer was knowledgeable about the subject?	9.3	9.0
How satisfied were you that your trainer was prepared?	9.1	8.8
How satisfied were you that your trainer was on time for the training?	9.5	9.8
Overall, how satisfied were you that your trainer was a good teacher?	9.1	9.0
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?	6.4	5.5
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.3	7.3
How satisfied are you that as a result of this training, you met your personal goals?	8.1	7.0
As a result of this training, I am able to travel safely around my community:	7.6	NA
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.0	9.0
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	8.3	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	9.5

* 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

- I had a good teacher and she always answered my questions and I had lots.
- The instructor was very helpful in my computer training and I learned all that she could teach for the windows system. The person that set up my training was a disappointment. What should have taken 3 months to set up the training took 3 years.
- The trainer was very good. They taught me how to use Windows.
- I didn't have the proper equipment.

General Comments about the Training

- I thought the training was wonderful and I got to go to work and use the computer right away.
- Like I say the training, teacher and equipment were excellent. I would recommend other agencies if they have the same type of service. They would not return phone calls and it took 3 years to get my services set up.

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.

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

	ALL ¹⁹	Lijewski
Customer Response Rate*	89%	76%
Did you complete your training?	88%	92%
Were you treated with respect during the training?	99%	92%
Would you recommend this training to others?	95%	92%
How satisfied were you that your trainer understood your training needs and questions?	8.8	7.9
How satisfied were you that your trainer showed patience with your individual needs?	9.2	8.4
How satisfied were you that your trainer was knowledgeable about the subject?	9.3	8.5
How satisfied were you that your trainer was prepared?	9.1	7.3
How satisfied were you that your trainer was on time for the training?	9.5	8.3
Overall, how satisfied were you that your trainer was a good teacher?	9.1	7.6
How satisfied were you with the quality of the training you received?	9.0	7.6
How satisfied were you with what you learned from the training you received?	8.7	7.2
How challenged were you to develop your skills in the alternative techniques of blindness?	6.4	5.6
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.3	6.6
How satisfied are you that as a result of this training, you met your personal goals?	8.1	7.3
As a result of this training, I am able to travel safely around my community:	7.6	NA
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.0	8.5
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	8.3	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

- Based on my own experience, they been going pretty good, but nothing has changed.
- I learned basic things on computer that I didn't know before.
- I think he was extremely knowledgeable and had personal experience using the technology. He understood what I was going through and did an excellent job of helping me navigate through it. He knows all of the programs inside and out and was just really good. Because of his own sight issues he was able to help relate to me in a way a sighted instructor could not.
- I was treated like I was a competent and intelligent person who was capable of doing what I wanted. As my needs changed so did my trainers willingness to fit those needs. I could bring new things to the table and there was enough flexibility there to incorporate them into the training.
- It was useful to maintain my job skills on the computer.
- 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.
- Keeping knowledgeable in terms of how the speech program interacts with various programs.
- 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 successfully helped me, and provided me with training.
- They were very patient with me and meet my needs. They explained the program well so that I understood everything.

¹⁹ '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. continued

- 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.
- I would just like to express my gratitude to the state. I could have never gotten through it without them.
- I would like the training to continue even though I have a job. There are different computer skills I will continue to need and would rather be trained than have my boss explain everything to me.
- It was fine but my personal goals weren't met because the version of the application I was trying to learn was not the one he had. He only had Microsoft outlook 07 and I wanted 03
- They have made me happy.
- They didn't follow through with what they said they would do.

Sharee Marcus (Rehabilitation Teaching, Mobility)

	ALL ²⁰	Marcus
Customer Response Rate*	89%	83%
Did you complete your training?	88%	80%
Were you treated with respect during the training?	99%	100%
Would you recommend this training to others?	95%	100%
How satisfied were you that your trainer understood your training needs and questions?	8.8	8.3
How satisfied were you that your trainer showed patience with your individual needs?	9.2	9.3
How satisfied were you that your trainer was knowledgeable about the subject?	9.3	9.3
How satisfied were you that your trainer was prepared?	9.1	9.3
How satisfied were you that your trainer was on time for the training?	9.5	9.3
Overall, how satisfied were you that your trainer was a good teacher?	9.1	9.5
How satisfied were you with the quality of the training you received?	9.0	8.5
How satisfied were you with what you learned from the training you received?	8.7	8.5
How challenged were you to develop your skills in the alternative techniques of blindness?	6.4	6.0
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.3	8.5
How satisfied are you that as a result of this training, you met your personal goals?	8.1	8.5
As a result of this training, I am able to travel safely around my community:	7.6	10.0
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.0	NA
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	8.3	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	8.5

* 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

- Having state services allowed me to continue working and help others.
- I would recommend the training but not for people who sees as well as I do during the day, I am not there yet. I can't see at night and I can see fine during the day but am considered legally blind because I have reduced fields. The people in this gray area need to be more impaired than me with vision during the day to make use of this training. She is good, I will go back to finish it when I retire and get whoever they assign me.
- It's inspiring and the teacher was on time and I was challenged by it.
- The trainer's knowledge and patience. I was very fortunate to have Sharee.

General Comments about the Training

- I wish everyone that has a sight problem would have someone like Sharee as a trainer.
- I wish it could be financed to a lot more people. It should be mandatory for your younger people.

²⁰ '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.

Flint Million (Assistive Technology)

	ALL ²¹	Million
Customer Response Rate*	89%	71%
Did you complete your training?	88%	80%
Were you treated with respect during the training?	99%	100%
Would you recommend this training to others?	95%	75%
How satisfied were you that your trainer understood your training needs and questions?	8.8	7.5
How satisfied were you that your trainer showed patience with your individual needs?	9.2	7.8
How satisfied were you that your trainer was knowledgeable about the subject?	9.3	9.3
How satisfied were you that your trainer was prepared?	9.1	8.0
How satisfied were you that your trainer was on time for the training?	9.5	9.0
Overall, how satisfied were you that your trainer was a good teacher?	9.1	7.5
How satisfied were you with the quality of the training you received?	9.0	7.0
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?	6.4	5.5
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.3	7.3
How satisfied are you that as a result of this training, you met your personal goals?	8.1	7.5
As a result of this training, I am able to travel safely around my community:	7.6	NA
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.0	8.3
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	8.3	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

- He was incredibly knowledgeable about the subject matter, it was substantially more than I expected. They really tried, they knew what I would encounter, folks with diminished eye sight. They acquainted me with new technology and equipment that I may need. They sent people even from St. Paul; I was impressed with their kindness and knowledge.
- I have taken to the program and it has helped me out.
- It was helpful, it met most of the needs I had, improved my skills and knowledge. The assistive technology helped with word and zoom text.
- He is very knowledgeable but the actually teaching part is hard. His love is the computer, but not teaching the computer. He doesn't get why other people don't get it.

General Comments about the Training

- I wanted to use computer and now I am learning.
- On a scale of one to ten, it is as close to ten as I can reasonably give someone.

²¹ '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.

Rating Comparison by SSB Unit – Workforce Development & Senior Services (April 2009 – March 2010)

	ALL ²²	WFD	SSU
Customer Response Rate:	89%	83%	93%
Did you complete your training?	88%	86%	89%
Were you treated with respect during the training?	99%	99%	100%
Would you recommend this training to others?	95%	89%	99%
How satisfied were you that your trainer understood your training needs and questions?	8.8	8.2	9.1
How satisfied were you that your trainer showed patience with your individual needs?	9.2	8.7	9.5
How satisfied were you that your trainer was knowledgeable about the subject?	9.3	8.9	9.6
How satisfied were you that your trainer was prepared?	9.1	8.6	9.4
How satisfied were you that your trainer was on time for the training?	9.5	9.1	9.7
Overall, how satisfied were you that your trainer was a good teacher?	9.1	8.4	9.6
How satisfied were you with the quality of the training you received?	9.0	8.4	9.5
How satisfied were you with what you learned from the training you received?	8.7	7.9	9.1
How challenged were you to develop your skills in the alternative techniques of blindness?	6.4	5.9	6.8
How satisfied were you that your trainer challenged you to develop skills in the alternative techniques of blindness?	8.3	7.5	8.9
How satisfied are you that as a result of this training, you met your personal goals?	8.1	7.4	8.6
As a result of this training, I am able to travel safely around my community:	7.6	6.8	8.0
As a result of this training, I am able to use, access, and maintain a computer or personal note taker:	7.0	8.4	5.8
As a result of this training, I am able to take care of my personal needs like grooming, cooking, laundry, etc:	8.3	8.5	8.2
As a result of this training, I am able to read and write Braille:	2.6	4.3	2.1
As a result of this alternative technique training, I have the same self-confidence as my sighted peers in doing everyday activities:	7.6	7.4	7.6

²² '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.