CONSUMER SATISFACTION SURVEY

NEW MEXICO COMMISSION FOR THE BLIND

2024 Consumer Satisfaction Survey

Methodology

The Commission will randomly and anonymously select a pool of 25 percent of the Commission’s vocational rehabilitation consumers who have open cases with signed Individualized Plans for Employment, or who have been closed for any reason within the last year. The contracted survey administrator will assign survey identification numbers randomly to the consumer names to protect anonymity of respondents.

All surveys will be conducted by telephone by the survey administrator between the hours of 10:00 AM and 8:00 PM during weekdays, and between 1:00 PM and 5:00 PM on Saturdays. To avoid calling during the most likely mealtime hours, No calls will be placed between 12:00 PM and 1:00 PM, and between 5:30 PM and 7:00 PM.

The survey contains 11 questions. Of these, 5 are questions with scaled responses, one of which is applicable only to respondents who had graduated from the Orientation Center training program. The rating scale for these 5 questions consists of 5 levels to express the level of satisfaction: very satisfied, satisfied, neutral, dissatisfied and very dissatisfied. The other questions are Yes/No questions, and the final question is an open ended solicitation of a narrative comment from respondents.

Script

Hello. My name is \_\_\_\_\_\_\_\_\_\_, and I have been contracted to conduct a survey for the Commission for the Blind. This survey is to assess the level of satisfaction with Commission services. You were selected randomly and anonymously for this survey, which will take about 5 to 7 minutes to complete. The results of this survey will be reported at a meeting of the Commission's State Rehabilitation Council. Individual responses will be kept anonymous. May we begin?

1. Overall, how satisfied are you with the Commission’s services?

Very satisfied

Satisfied

Neutral (neither satisfied nor dissatisfied)

Dissatisfied

Very Dissatisfied

2. How satisfied are you that you were able to select and pursue your desired employment goal?

Very satisfied

Satisfied

Neutral (neither satisfied nor dissatisfied)

Dissatisfied

Very Dissatisfied

3. How satisfied are you with the promptness of your counselor’s responses to your calls and emails?

Very satisfied

Satisfied

Neutral (neither satisfied nor dissatisfied)

Dissatisfied

Very Dissatisfied

4. How satisfied are you with the technology and technology services you received?

Very satisfied

Satisfied

Neutral (neither satisfied nor dissatisfied)

Dissatisfied

Very Dissatisfied

5. Did you graduate from the Orientation Center in Alamogordo?

Yes

No

Questions 6 and 7 are to be asked only if the consumer said “yes” to question 5.

6. How satisfied were you with the training at the Orientation Center?

Very satisfied

Satisfied

Neutral (neither satisfied nor dissatisfied)

Dissatisfied

Very Dissatisfied

7. Do you believe you are achieving greater success than you would have achieved if you had not graduated from the Orientation Center?

Yes

No

Not sure

8. Are you currently employed?

Yes

No

Question 9 is to be asked only if the consumer said “yes” to question 8.

9. Do you believe that the Commission assisted you in any way to achieve your current employment?

Yes

No

Not sure

10. Do you believe you are currently achieving greater success in your employment, training, or education than you would have achieved if the Commission had not been involved?

Yes

No

Not sure

11. Were you told about the availability of assistance from CAP, or the Client Assistance Program?

Yes

No

Not sure

Do not remember

Respondent Narrative Comments

Is there anything you would like to say or add about your satisfaction with the Commission and its services?