

Quarterly Response Rate - 26 & 28

VR Client Satisfaction Survey
 4th Quarter of FFY 2014 -- July 2014 - September 2014
 Number of "26" & "28" Client Satisfaction Surveys Received in Quarter (R)
 Divided by
 Total Number of "26" & "28" Closures During the Same Time Frame (C)

	26			28			Total		
Region	Received	Closures	Percent	Received	Closures	Percent	Received	Closures	Percent
Williston	2	9	22%	0	4	0%	2	13	15%
Minot	2	12	17%	0	2	0%	2	14	14%
Devils Lake	0	7	0%	0	2	0%	0	9	0%
Grand Forks	2	22	9%	1	12	8%	3	34	9%
Fargo	3	23	13%	0	16	0%	3	39	8%
Jamestown	5	12	42%	0	7	0%	5	19	26%
Bismarck	7	37	19%	0	24	0%	7	61	11%
Dickinson	0	1	0%	0	5	0%	0	6	0%

Status 26: Individuals were successfully employed when their VR case was closed.

Status 28: Individuals had an Employment Plan but they were not employed when their VR case was closed.

1. How satisfied are you with the courtesy and respect shown by the VR staff?

Percent of "26" and "28" Respondents Who Were Satisfied

By Region

4th Quarter of FFY 2014 -- July 2014 - September 2014

Response	Williston	Minot	Devils Lake	Grand Forks	Fargo	Jamestown	Bismarck	Dickinson	Total
Very Satisfied	2	2	0	2	3	2	6	0	17
Satisfied	0	0	0	0	0	3	0	0	3
Neutral	0	0	0	0	0	0	1	0	1
Dissatisfied	0	0	0	1	0	0	0	0	1
Very Dissatisfied	0	0	0	0	0	0	0	0	0
Total	2	2	0	3	3	5	7	0	22
% Satisfied	100%	100%	--	67%	100%	100%	100%	--	95%
No Response	0	0	0	0	0	0	0	0	0

% Satisfied = Very Satisfied and Satisfied divided by Sum of All Responses except Neutral

2. How satisfied are you that your job goal matches your needs, ideas, interests, skills, and abilities?

Percent of "26" and "28" Respondents Who Were Satisfied

By Region

4th Quarter of FFY 2014 -- July 2014 - September 2014

Response	Williston	Minot	Devils Lake	Grand Forks	Fargo	Jamestown	Bismarck	Dickinson	Total
Very Satisfied	2	0	0	1	1	0	2	0	6
Satisfied	0	2	0	1	1	4	3	0	11
Neutral	0	0	0	0	1	1	1	0	3
Dissatisfied	0	0	0	0	0	0	1	0	1
Very Dissatisfied	0	0	0	1	0	0	0	0	1
Total	2	2	0	3	3	5	7	0	22
% Satisfied	100%	100%	--	67%	100%	100%	83%	--	89%
No Response	0	0	0	0	0	0	0	0	0

% Satisfied = Very Satisfied and Satisfied divided by Sum of All Responses except Neutral

3.How satisfied are you with the assistance your counselor provided to help you make an informed decision about your job goal?

Percent of "26" and "28" Respondents Who Were Satisfied

By Region

4th Quarter of FFY 2014 -- July 2014 - September 2014

Response	Williston	Minot	Devils Lake	Grand Forks	Fargo	Jamestown	Bismarck	Dickinson	Total
Very Satisfied	2	2	0	1	0	1	3	0	9
Satisfied	0	0	0	1	1	2	3	0	7
Neutral	0	0	0	0	2	2	0	0	4
Dissatisfied	0	0	0	0	0	0	1	0	1
Very Dissatisfied	0	0	0	1	0	0	0	0	1
Total	2	2	0	3	3	5	7	0	22
% Satisfied	100%	100%	--	67%	100%	100%	86%	--	89%
No Response	0	0	0	0	0	0	0	0	0

% Satisfied = Very Satisfied and Satisfied divided by Sum of All Responses except Neutral

4. If you are working now, how satisfied are you with your job?

Percent of "26" and "28" Respondents Who Were Satisfied

By Region

4th Quarter of FFY 2014 -- July 2014 - September 2014

Response	Williston		Minot		Devils Lake		Grand Forks		Fargo		Jamestown		Bismarck		Dickinson		Total	
	26	28	26	28	26	28	26	28	26	28	26	28	26	28	26	28	26	28
Very Satisfied	0	0	0	0	0	0	2	0	0	0	0	0	2	0	0	0	4	0
Satisfied	2	0	2	0	0	0	0	0	3	0	5	0	3	0	0	0	15	0
Neutral	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	1	1
Dissatisfied	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Very Dissatisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Subtotal	2	0	2	0	0	0	2	1	3	0	5	0	7	0	0	0	21	1
Not Working	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	2	0	2	0	0	0	2	1	3	0	5	0	7	0	0	0	21	1
% Satisfied	100%	--	100%	--	--	--	100%	--	100%	--	100%	--	83%	--	--	--	95%	--
No Response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

% Satisfied = Very Satisfied and Satisfied divided by Sum of All Responses except Neutral

6. Did VR services meet your expectations?

Percent of "26" and "28" Respondents Who Responded with a "Yes"

By Region

4th Quarter of FFY 2014 -- July 2014 - September 2014

Response	Devils Grand							Total	
	Williston	Minot	Lake	Forks	Fargo	Jamestown	Bismarck		Dickinson
Yes	2	2	0	2	3	3	6	0	18
No	0	0	0	1	0	1	1	0	3
Total	2	2	0	3	3	4	7	0	21
% Yes Response	100%	100%	--	67%	100%	75%	86%	--	86%
No Response	0	0	0	0	0	1	0	0	1

7. How satisfied are you with your overall experience with Vocational Rehabilitation?

Percent of "26" and "28" Respondents Who Were Satisfied

By Region

4th Quarter of FFY 2014 -- July 2014 - September 2014

Response	Williston	Minot	Devils Lake	Grand Forks	Fargo	Jamestown	Bismarck	Dickinson	Total
Very Satisfied	2	2	0	2	2	2	5	0	15
Satisfied	0	0	0	0	1	2	1	0	4
Neutral	0	0	0	0	0	1	1	0	2
Dissatisfied	0	0	0	0	0	0	0	0	0
Very Dissatisfied	0	0	0	1	0	0	0	0	1
Total	2	2	0	3	3	5	7	0	22
% Satisfied	100%	100%	--	67%	100%	100%	100%	--	95%
No Response	0	0	0	0	0	0	0	0	0

% Satisfied = Very Satisfied and Satisfied divided by Sum of All Responses except Neutral

Overall Survey Responses to Questions 1, 2, 3, 4, and 7

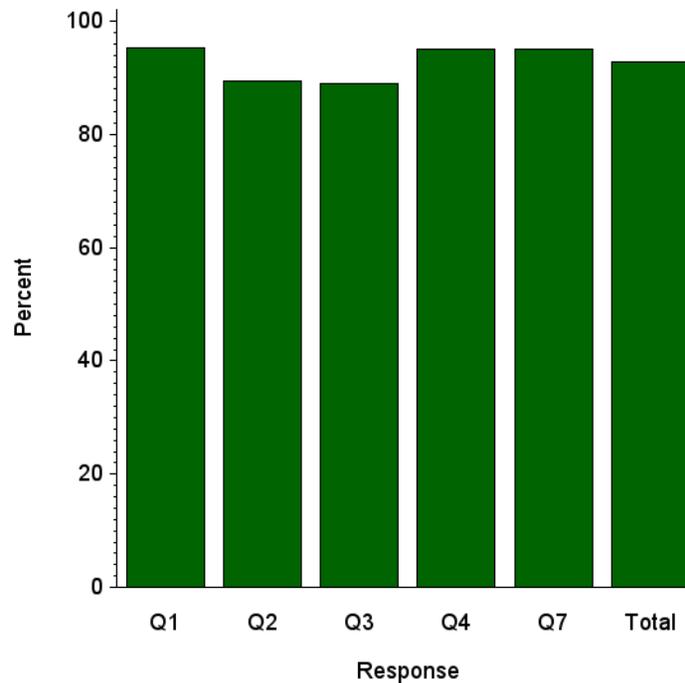
Percent of "26" and "28" Respondents Who Were Satisfied

By Question

4th Quarter of FFY 2014 -- July 2014 - September 2014

Response	Q1	Q2	Q3	Q4	Q7	Total
Very Satisfied	17	6	9	4	15	51
Satisfied	3	11	7	15	4	40
Neutral	1	3	4	2	2	12
Dissatisfied	1	1	1	1	0	4
Very Dissatisfied	0	1	1	0	1	3
Total	22	22	22	22	22	110
% Satisfied	95%	89%	89%	95%	95%	93%

% Satisfied = Very Satisfied and Satisfied divided by Sum of All Responses except Neutral



Cumulative Response Rate - 26 & 28

VR Client Satisfaction Survey
 FFY 2014 Cumulative -- October 2013 - September 2014
 Number of "26" & "28" Client Satisfaction Surveys Received Time Frame (R)
 Divided by
 Total Number of "26" & "28" Closures During the Same Time Frame (C)

	26			28			Total		
Region	Received	Closures	Percent	Received	Closures	Percent	Received	Closures	Percent
Williston	3	16	19%	2	8	25%	5	24	21%
Minot	13	65	20%	0	33	0%	13	98	13%
Devils Lake	2	20	10%	0	18	0%	2	38	5%
Grand Forks	10	52	19%	3	34	9%	13	86	15%
Fargo	15	80	19%	3	64	5%	18	144	13%
Jamestown	16	60	27%	3	22	14%	19	82	23%
Bismarck	26	85	31%	10	96	10%	36	181	20%
Dickinson	3	16	19%	2	14	14%	5	30	17%

1. How satisfied are you with the courtesy and respect shown by the VR staff

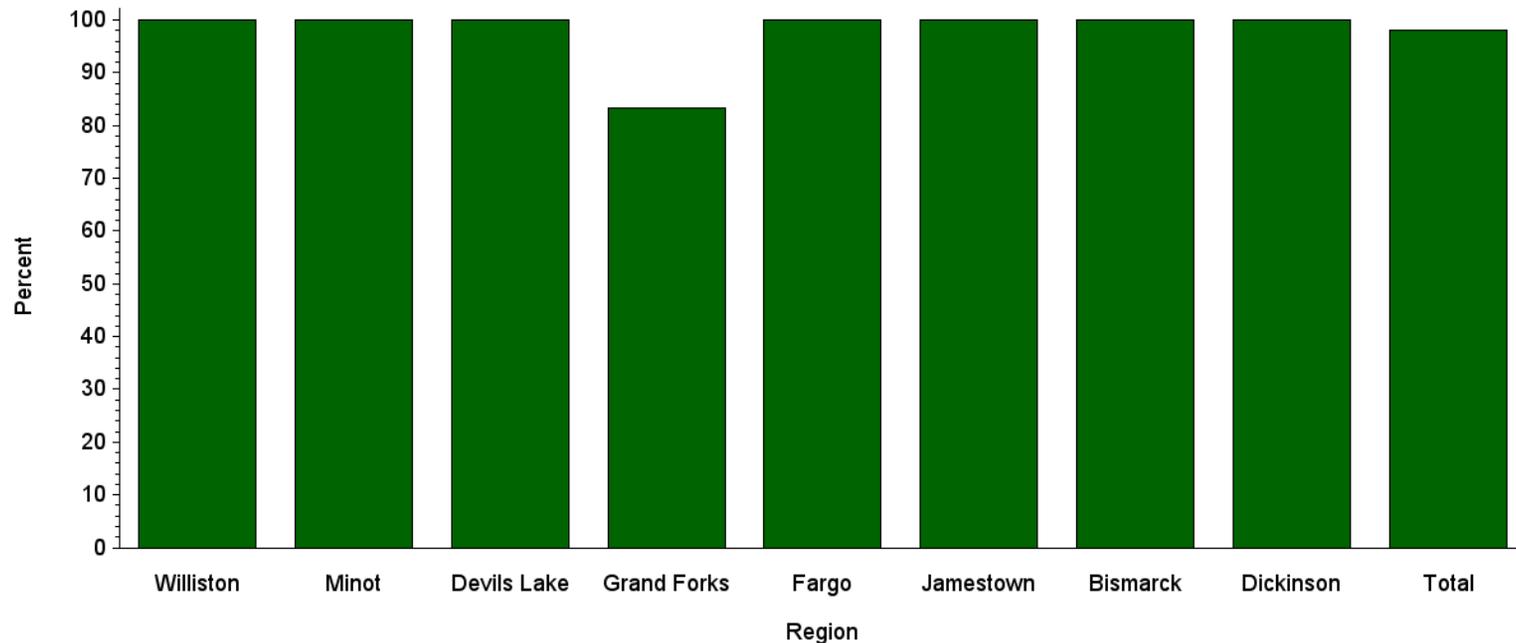
Percent of "26" and "28" Respondents Who Were Satisfied

By Region

FFY 2014 Cumulative -- October 2013 - September 2014

Response	Williston	Minot	Devils Lake	Grand Forks	Fargo	Jamestown	Bismarck	Dickinson	Total
Very Satisfied	5	12	0	6	12	11	24	5	75
Satisfied	0	1	2	4	5	7	8	0	27
Neutral	0	0	0	1	1	1	4	0	7
Dissatisfied	0	0	0	2	0	0	0	0	2
Very Dissatisfied	0	0	0	0	0	0	0	0	0
Total	5	13	2	13	18	19	36	5	111
% Satisfied	100%	100%	100%	83%	100%	100%	100%	100%	98%
No Response	0	0	0	0	0	0	0	0	0

% Satisfied = Very Satisfied and Satisfied divided by Sum of All Responses except Neutral



2. How satisfied are you that your job goal matches your needs, ideas, interests, skills, and abilities?

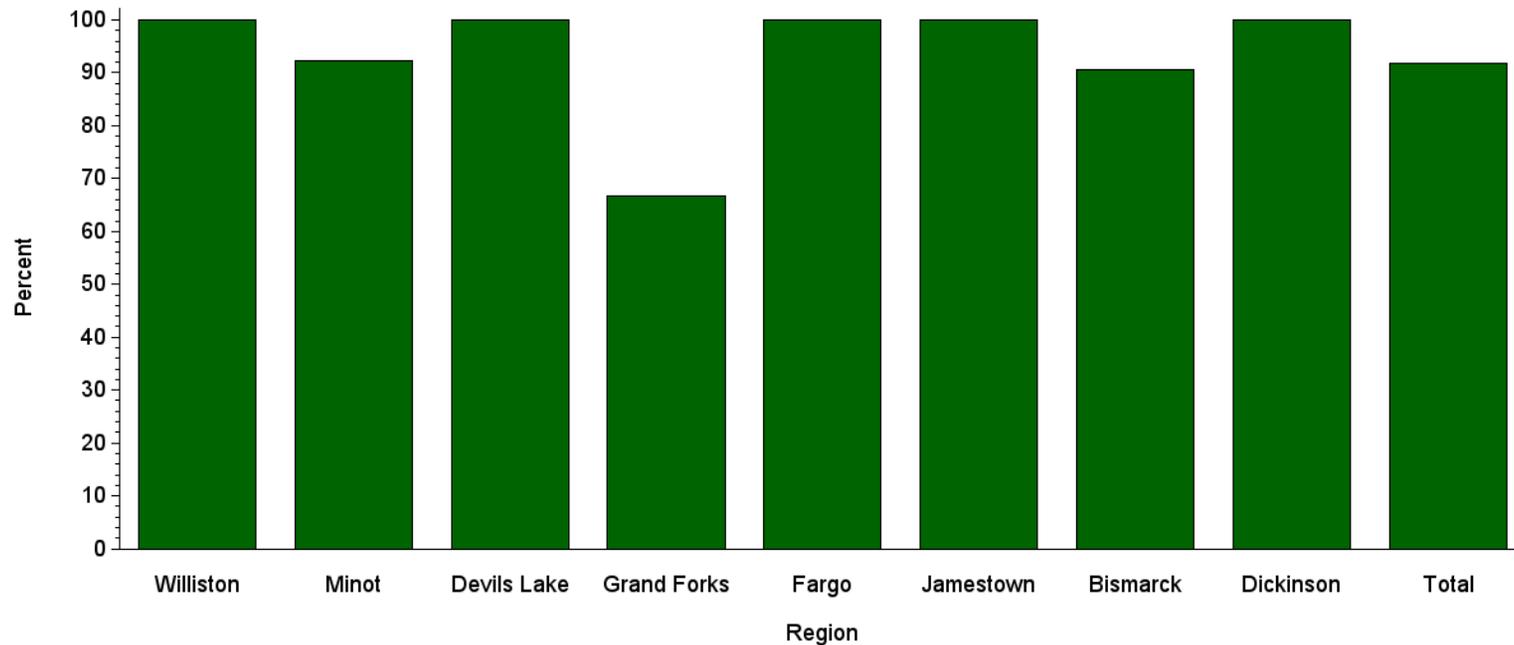
Percent of "26" and "28" Respondents Who Were Satisfied

By Region

FFY 2014 Cumulative -- October 2013 - September 2014

Response	Williston	Minot	Devils Lake	Grand Forks	Fargo	Jamestown	Bismarck	Dickinson	Total
Very Satisfied	3	6	0	3	8	7	12	5	44
Satisfied	1	6	2	5	6	9	17	0	46
Neutral	0	0	0	1	4	3	4	0	12
Dissatisfied	0	1	0	2	0	0	3	0	6
Very Dissatisfied	0	0	0	2	0	0	0	0	2
Total	4	13	2	13	18	19	36	5	110
% Satisfied	100%	92%	100%	67%	100%	100%	91%	100%	92%
No Response	1	0	0	0	0	0	0	0	1

% Satisfied = Very Satisfied and Satisfied divided by Sum of All Responses except Neutral



3. How satisfied are you with the assistance your counselor provided to help you make an informed decision about your job goal?

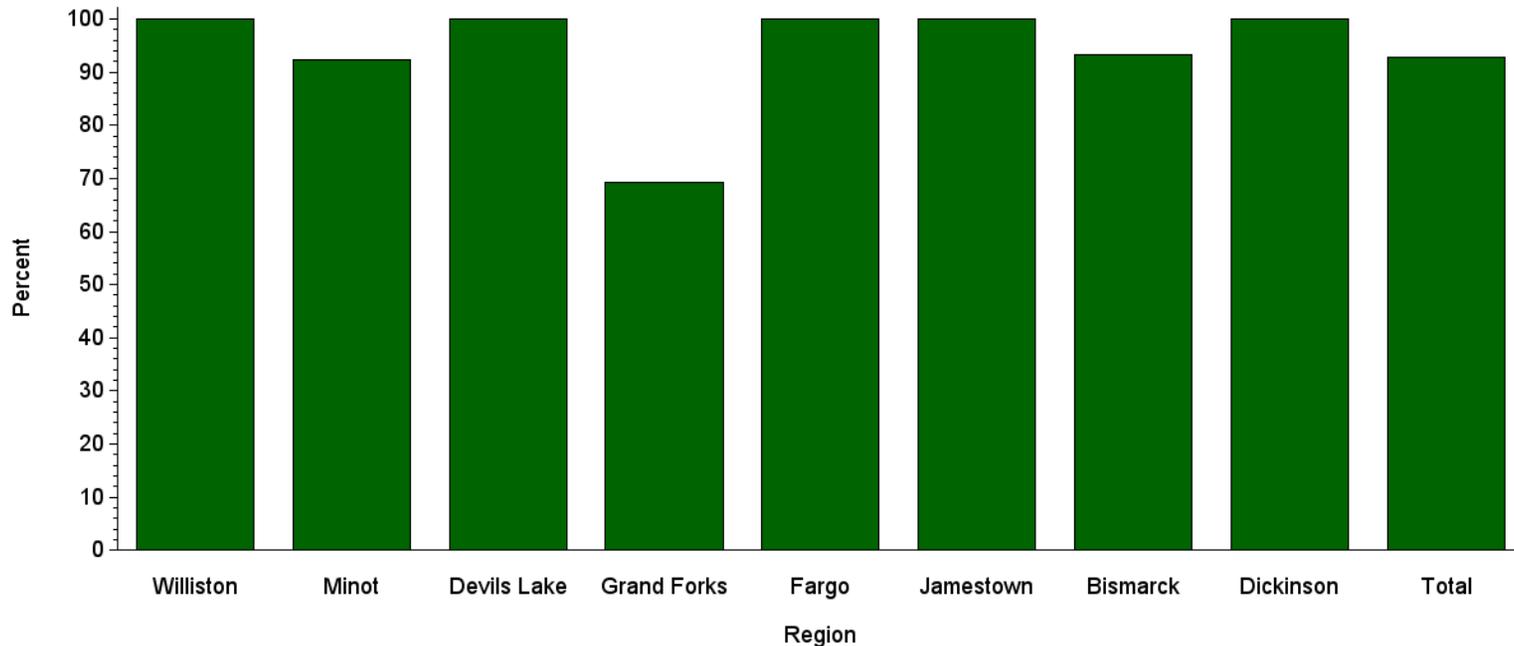
Percent of "26" and "28" Respondents Who Were Satisfied

By Region

FFY 2014 Cumulative -- October 2013 - September 2014

Response	Williston	Minot	Devils Lake	Grand Forks	Fargo	Jamestown	Bismarck	Dickinson	Total
Very Satisfied	4	10	0	5	6	9	16	4	54
Satisfied	0	2	2	4	8	8	12	1	37
Neutral	0	0	0	0	4	2	6	0	12
Dissatisfied	0	1	0	2	0	0	2	0	5
Very Dissatisfied	0	0	0	2	0	0	0	0	2
Total	4	13	2	13	18	19	36	5	110
% Satisfied	100%	92%	100%	69%	100%	100%	93%	100%	93%
No Response	1	0	0	0	0	0	0	0	1

% Satisfied = Very Satisfied and Satisfied divided by Sum of All Responses except Neutral



4. If you are working now, how satisfied are you with your job?

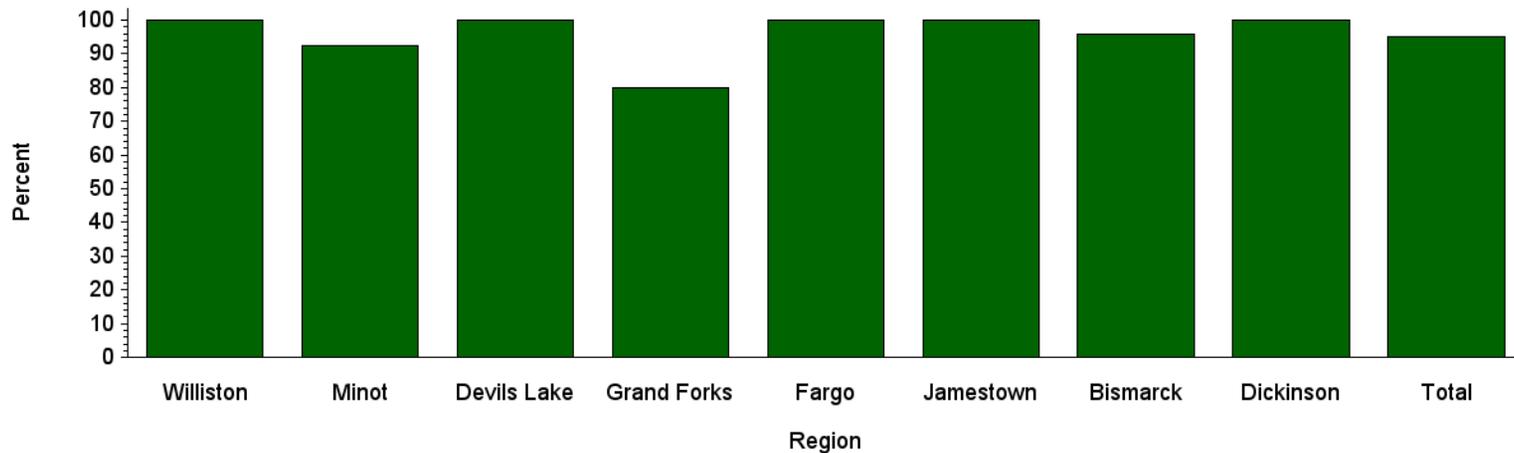
Percent of "26" and "28" Respondents Who Were Satisfied

By Region

FFY 2014 Cumulative -- October 2013 - September 2014

Response	Williston		Minot		Devils Lake		Grand Forks		Fargo		Jamestown		Bismarck		Dickinson		Total	
	26	28	26	28	26	28	26	28	26	28	26	28	26	28	26	28	26	28
Very Satisfied	1	0	7	0	1	0	6	0	7	0	5	1	9	0	2	0	38	1
Satisfied	2	1	5	0	1	0	2	0	3	0	9	1	12	1	1	0	35	3
Neutral	0	0	0	0	0	0	0	2	5	2	2	0	2	2	0	0	9	6
Dissatisfied	0	0	1	0	0	0	2	0	0	0	0	0	1	0	0	0	4	0
Very Dissatisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Subtotal	3	1	13	0	2	0	10	2	15	2	16	2	24	3	3	0	86	10
Not Working	0	1	0	0	0	0	0	1	0	0	0	1	2	7	0	2	2	12
Total	3	2	13	0	2	0	10	3	15	2	16	3	26	10	3	2	88	22
% Satisfied	100%	100%	92%	--	100%	--	80%	--	100%	--	100%	100%	95%	100%	100%	--	95%	100%
No Response	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1

% Satisfied = Very Satisfied and Satisfied divided by Sum of All Responses except Neutral



6. Did VR services meet your expectations?

Percent of "26" and "28" Respondents Who Responded with a "Yes"

By Region

FFY 2014 Cumulative -- October 2013 - September 2014

Response	Devils Grand								Total
	Williston	Minot	Lake	Forks	Fargo	Jamestown	Bismarck	Dickinson	
Yes	4	11	2	9	14	15	29	5	89
No	0	1	0	4	3	3	5	0	16
Total	4	12	2	13	17	18	34	5	105
% Yes Response	100%	92%	100%	69%	82%	83%	85%	100%	85%
No Response	1	1	0	0	1	1	2	0	6

7. How satisfied are you with your overall experience with Vocational Rehabilitation?

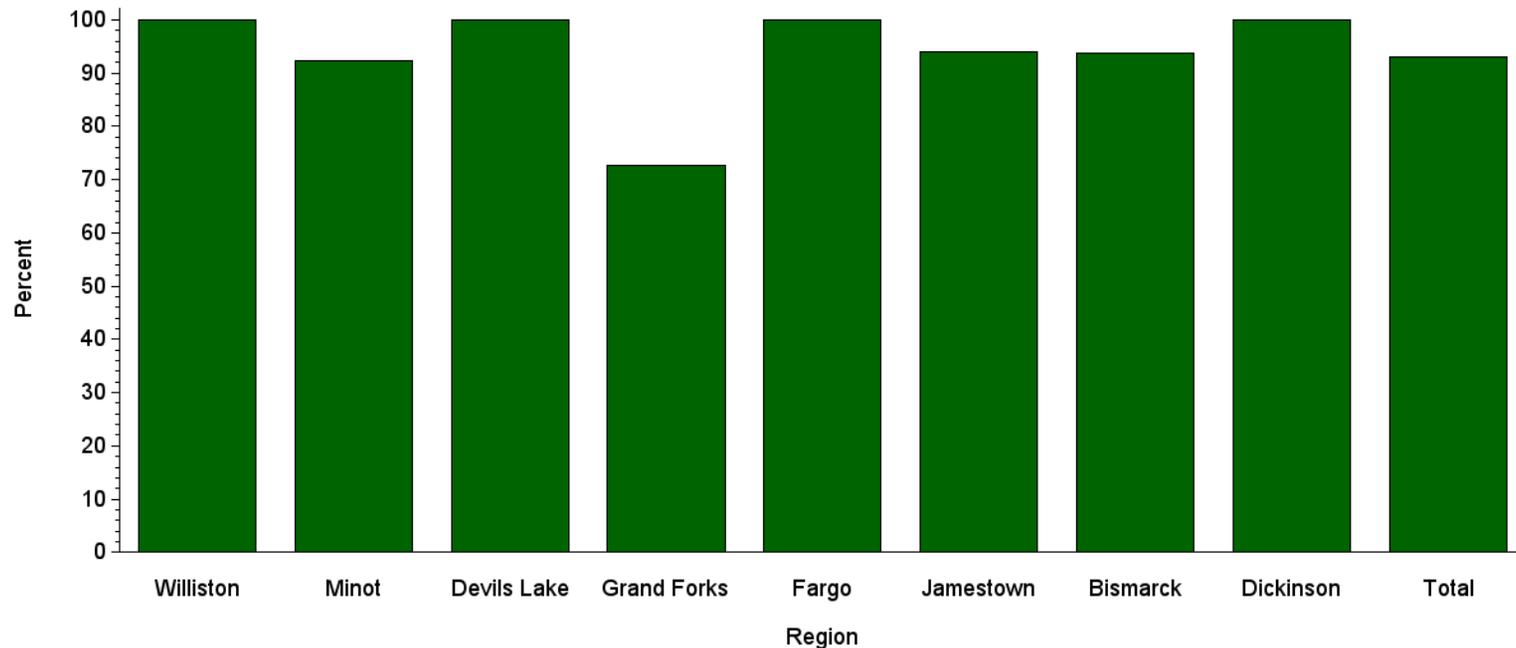
Percent of "26" and "28" Respondents Who Were Satisfied

By Region

FFY 2014 Cumulative -- October 2013 - September 2014

Response	Williston	Minot	Devils Lake	Grand Forks	Fargo	Jamestown	Bismarck	Dickinson	Total
Very Satisfied	4	8	1	6	11	9	20	5	64
Satisfied	0	4	1	2	4	7	10	0	28
Neutral	1	0	0	2	3	2	4	0	12
Dissatisfied	0	0	0	0	0	1	1	0	2
Very Dissatisfied	0	1	0	3	0	0	1	0	5
Total	5	13	2	13	18	19	36	5	111
% Satisfied	100%	92%	100%	73%	100%	94%	94%	100%	93%
No Response	0	0	0	0	0	0	0	0	0

% Satisfied = Very Satisfied and Satisfied divided by Sum of All Responses except Neutral



Overall Survey Responses to Questions 1, 2, 3, 4, and 7

Percent of "26" and "28" Respondents Who Were Satisfied

By Question

FFY 2014 Cumulative -- October 2013 - September 2014

Response	Q1	Q2	Q3	Q4	Q7	Total
Very Satisfied	75	44	54	39	64	276
Satisfied	27	46	37	38	28	176
Neutral	7	12	12	15	12	58
Dissatisfied	2	6	5	4	2	19
Very Dissatisfied	0	2	2	0	5	9
Total	111	110	110	96	111	538
% Satisfied	98%	92%	93%	95%	93%	94%

% Satisfied = Very Satisfied and Satisfied divided by Sum of All Responses except Neutral

