

State Rehabilitation Council
Evaluation & Consumer Satisfaction Committee

5/14/25

Attendees:

Cyndy Walsh Rintzler, Margaret Gilbride, Tina Brand, Lorna Runkle

1. Current surveys have 20 & 23 questions, respectively. Committee discussed merits of whittling this number down and what information is really most valuable and needed.
2. Will add to the survey email something to the effect of "if you would like to be informed of upcoming public SRC/DVR forums, please add email..."
3. The response rate for both surveys sent out is up. Employed was 12.85 and most recently 19.45. Exited without employment went from 7.28 to 8.31. May be due to friendlier language, more regular follow-ups, and help from Marketing to get emails out of spam and into mailboxes though bounce back still at about 5%.
4. Before next general meeting Cyndy will send pages relevant to Evaluations from Bi-laws and Standards to committee, Tina will send the list of questions to the committee which will include Max's proposed questions, and all members will submit their top 10 prioritized questions.