

State Rehabilitation Council
Evaluation & Consumer Satisfaction Committee

2/12/25

Attendees:

Cyndy Walsh Rintzler, Margaret Gilbride, Tina Brand, Karen Alexander, Lorna Runkle, Haley Carney

1. We celebrated the successful presentation of the annual Satisfaction Survey review
2. Discussed the methodologies/tools we use – what can we do to improve?
3. Brainstormed on improving questions used. Team looking closely at each question & piece out what words are used, where should there be an open-ended question added, or adjustment to Likert scale (elimination of neutral option suggested), etc. What adjustments make sense for next year's surveys that go out?
4. The team will meet via Teams meeting in early April to explore further and to look at ways to get greater SRC group involved to help.

List 1-3 things you would like feedback on from public forums on for your committee:

1. What is one thing you would like DVR to know about your experience?
2. How can we help people become more aware of DVR?
3. How can we make it easier for people to access DVR?