

State Rehabilitation Council
Evaluation & Consumer Satisfaction Committee

11/13/24

Attendees:

Cyndy Walsh Rintzler, Margaret Gilbride, Charyl Yarbrough, Jay Mills, Karen Alexander, LaTasha Brown, Haley Carney

1. We welcomed Tina & heard her background and goals in this position.
2. Timeline
 - The full program year report will be presented at the February meetings (i.e. at 2/12/25 meeting the October 2023 – September 2024 PY results will be shared)
 - There will be a committee meeting 1/2/24 to review survey results and prep for Feb '25 meeting.
3. Methodologies
 - We reviewed the process currently in practice to collect survey data and feedback.
 - Discussed what it is the committee would like to see happen now and how to go about attaining that following best practice.
 - what information is wanted/needed, and how best to go about getting that was discussed
4. Analysis
 - To be discussed 1/2/24 and shared with full NJ SRC at Feb 2025 meeting
5. Response
 - How to optimize response rates was debated and plans for the next full year (necessary to keep data collection clean) in process.