

**Iowa Vocational Rehabilitation Services
2021 Active Consumer Satisfaction Survey
RESPONSE RATES**

SURVEY QUESTION RESPONSES

1. Please rate the quality of services you receive from IVRS.

EXCELLENT: 80% satisfied.

GOOD: 17%.

FAIR: 1%.

POOR: 2%

NA: 0%

2. Please rate the politeness of IVRS staff.

EXCELLENT: 87% satisfied.

GOOD: 12%.

FAIR: 1%.

POOR: 1%

NA: 0%

3. To determine if you felt you had a voice in the IVRS process, please rate your involvement in making choices about your employment goals and services.

EXCELLENT: 78% satisfied.

GOOD: 16%.

FAIR: 2%.

POOR: 2%

NA: 2%

4. Please rate the chance of recommending IVRS to someone else.

EXCELLENT: 81% satisfied.

GOOD: 15%.

FAIR: 0%.

POOR: 2%

NA: 1%

Percent returned by area office

Total Responses: Count 164

Burlington: Count 10, Percent: 6%

Council Bluffs: Count 9, Percent 5%

Cedar Rapids: Count 1, Percent 1%

Davenport: Count 1, Percent 1%

Dubuque: Count 34, Percent 21%

Fort Dodge: Count 28, Percent 17%

Iowa City: Count 10, Percent 6%

Macon City: Count 4, Percent 2%

Ames: Count 5, Percent 3%

Ottumwa: Count 1, Percent 1%

Sioux City: Count 3, Percent 2%

Waterloo: Count 23, Percent 14%

Des Moines: Count 20, Percent 12%

Not Answered: 15, Percent 9%