

Iowa Vocational Rehabilitation Services
2019 Active Consumer Satisfaction Survey
RESPONSE RATES

SURVEY QUESTION RESPONSES

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

EXCELLENT: 77% satisfied.
GOOD: 16%.
FAIR: 3%.
POOR: 4%
NA: 0%

2. Please rate the politeness of IVRS staff.

EXCELLENT: 84% satisfied.
GOOD: 10%.
FAIR: 2%.
POOR: 3%
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: 73% satisfied.
GOOD: 18%.
FAIR: 4%.
POOR: 4%
NA: 1%

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

EXCELLENT: 74% satisfied.
GOOD: 17%.
FAIR: 3%.
POOR: 5%
NA: 1%

Percent returned by area office

Total Responses: Count 350
Burlington: Count 67, Percent: 19%
Council Bluffs: Count 61, Percent 17%
Cedar Rapids: Count 9, Percent 3%
Davenport: Count 28, Percent 8%
Dubuque: Count 1, Percent 0%
Fort Dodge: Count 15, Percent 4%
Iowa City: Count 28, Percent 8%
Macon City: Count 2, Percent 1%
Ames: Count 34, Percent 10%
Ottumwa: Count 0, Percent 0%
Sioux City: Count 7, Percent 2%
Waterloo: Count 50, Percent 14%
Des Moines: Count 5, Percent 1%
Not Answered: 43, Percent 12%