

**Iowa Vocational Rehabilitation Services
2022 Active Consumer Satisfaction Survey
RESPONSE RATES**

SURVEY QUESTION RESPONSES

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

EXCELLENT: 86% satisfied.

GOOD: 14%.

FAIR: 0%.

POOR: 0%

NA: 0%

2. Please rate the politeness of IVRS staff.

EXCELLENT: 93% satisfied.

GOOD: 7%.

FAIR: 0%.

POOR: 0%

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: 86% satisfied.

GOOD: 14%.

FAIR: 0%.

POOR: 0%

NA: 0%

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

EXCELLENT: 85% satisfied.

GOOD: 11%.

FAIR: 0%.

POOR: 1%

NA: 3%

Percent returned by area office

Total Responses: Count 72

Burlington: Count 3, Percent: 4%

Council Bluffs: Count 5, Percent 7%

Cedar Rapids: Count 0, Percent 0%

Davenport: Count 0, Percent 0%

Dubuque: Count 15, Percent 21%

Fort Dodge: Count 6, Percent 8%

Iowa City: Count 4, Percent 6%

Macon City: Count 0, Percent 0%

Ames: Count 8, Percent 11%

Ottumwa: Count 1, Percent 1%

Sioux City: Count 2, Percent 3%

Waterloo: Count 6, Percent 8%

Des Moines: Count 12, Percent 17%

Not Answered: 10, Percent 14%