

Iowa Vocational Rehabilitation Services
2023 Active Consumer Satisfaction Survey - FINAL
RESPONSE RATES

SURVEY QUESTION RESPONSES

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

EXCELLENT: 83% satisfied.

GOOD: 15.80%.

FAIR: 1.0%.

POOR: 1.0%

NA: 0%

2. Please rate the politeness of IVRS staff.

EXCELLENT: 86.4% satisfied.

GOOD: 12.1%.

FAIR: 1.0%.

POOR: 0.5%

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: 78.2% satisfied.

GOOD: 18.0%.

FAIR: 0.5%.

POOR: 1.5%

NA: 1.9%

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

EXCELLENT: 81.1% satisfied.

GOOD: 17.5%.

FAIR: 0.5%.

POOR: 1.0%

NA: 0%

Percent returned by area office

Total Responses: Count 190
Burlington: Count 5, Percent: 4%
Council Bluffs: Count 2, Percent 2%
Cedar Rapids: Count 0, Percent 0%
Davenport: Count 21, Percent 16%
Dubuque: Count 24, Percent 21%
Fort Dodge: Count 18, Percent 10%
Iowa City: Count 13, Percent 10%
Macon City: Count 2, Percent 1%
Ames: Count 2, Percent 1%
Ottumwa: Count 0, Percent 0%
Sioux City: Count 7, Percent 4%
Waterloo: Count 13, Percent 8%
Des Moines: Count 10, Percent 9%
Not Answered: 19, Percent 14%