

**Iowa Vocational Rehabilitation Services**  
**2024 Active Consumer Satisfaction Survey – Final**  
**RESPONSE RATES**

**SURVEY QUESTION RESPONSES**

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

EXCELLENT: 88.8% satisfied.

GOOD: 9.2%.

FAIR: 0.7%.

POOR: 1.3%

NA: 0%

**2. Please rate the politeness of IVRS staff.**

EXCELLENT: 94.1% satisfied.

GOOD: 5.9%.

FAIR: 0.0%.

POOR: 0.0%

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: 84.2% satisfied.

GOOD: 12.5%.

FAIR: 0.7%.

POOR: 2.0%

NA: 0.7%

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

EXCELLENT: 90.1% satisfied.

GOOD: 7.9%.

FAIR: 0.7%.

POOR: 1.3%

NA: 0%

**Percent returned by area office**

Total Responses: Count 152  
Burlington: Count 28, Percent: 18%  
Council Bluffs: Count 6, Percent 4%  
Cedar Rapids: Count 1, Percent 1%  
Davenport: Count 8, Percent 5%  
Dubuque: Count 29, Percent 19%  
Fort Dodge: Count 27, Percent 18%  
Iowa City: Count 8, Percent 5%  
Macon City: Count 0, Percent 0%  
Ames: Count 1, Percent 1%  
Ottumwa: Count 1, Percent 1%  
Sioux City: Count 2, Percent 1%  
Waterloo: Count 22, Percent 14%  
Des Moines: Count 0, Percent 0%  
Not Answered: 19, Percent 13%