

## **2021-2022 Florida Heiken Satisfaction Survey Results Obtained from School Coordinators**

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|--|--|---|---|--|---|
| <b>Did you have any difficulty scheduling your school visit?</b> | <b>Were you satisfied with the overall scheduling process?</b> | <b>Did the IVP team arrive at your school by the scheduled time</b> | <b>Did the exams begin within one hour from arrival</b> | <b>Were the exams finished by the end of the school day?</b> | <b>Were all the students in attendance able to be seen?</b> |
| <b>98%</b>   | <b>96%</b>   | <b>88%*</b>   | <b>100%</b>   | <b>99%</b>   | <b>96%</b>  |

“As usual the technician was courteous and professional. Thank you for all that you do for our students.”

“Well organized from beginning to end.”

“Excellent team”

“I had a parent tell me that she wouldn’t have been able to get all 3 of her children glasses if it wasn’t for Heiken. Thank you for all you folks do for the kids. Fantastic”

“This year was a huge success in spite of starting off the year with a COVID resurgence. Heiken accommodated our students in spite of the fact we were down several nurses and vision screenings were delayed. True to form, Heiken stepped up and made the second visits to each side of the county to ensure we got every student who was eligible the exam and glasses they need. I can’t say enough about the “behind-the-scenes” people. They answer our needs quickly and go above and beyond to ensure we get all the paperwork we need in a timely fashion. Thank you so much. Looking forward to 2022-2023.”

“The team arrived for the eye exams were timely, organized, professional and kind. The optician that arrived yesterday with the glasses was amazing. She was so caring and kind to the children. You could tell she loved her job. My favorite part of the day was when the optician placed the glasses on a first grader...her expression was priceless. She was smiling from ear to ear. You could just tell, she could see! Thank you Florida Heiken for helping our children see. Looking forward to working with you again next year!”

“What a seamless process it was to work with Heiken this year! ...Each student was able to be seen then return to their class with minimal interruption to their school day. This is a great benefit to our students and case management was completed in a timely manner. I know that our parents greatly appreciate the service, and on their behalf, I offer a sincere Thank You!!”

“As a school nurse, I am very grateful for the Heiken Program. It is very convenient for the parents, students and teachers. Parents don’t have to miss work, students don’t have to miss school, and teachers see an improvement in their academics once their vision has been corrected. I appreciate Florida Heiken Program. Thank you, Thank you so much!”

“I have been involved with Heiken for seven years and have seen hundreds of students benefit from this program. The staff are thorough, professional, and caring. Recently, a student in first grade was unable to see well enough to read. After getting her glasses through Heiken, she has blossomed! She is now reading, more confident, and smiles, whereas before she had high absenteeism and would cry often. It has opened the world to her and she is thriving. Thank you from all of us at Hendry County Schools.”

- Traffic and rain