

ILOB Clients
Satisfaction Survey Results – November 2024

ILOB clients were asked to complete a satisfaction survey in July 2024. The survey had 22 items of which two were open ended questions. There were 55 clients, out of 140 total clients, who completed the survey and the summary of the responses is presented below.

Survey question: How did you hear about us?

Responses: 2% (n=1) indicated DBS; 33% (n=18) indicated specialist or eye doctor; 13% (n=7) indicated social worker; and 51% (n=38) indicated primary care physician.

Survey question: how has the program help your improve in the following areas? (Scale of 1 to 5 with 5 being the highest)

Responses: Personal Management. Average rating: 5.0 (n=36)

Responses: Home Management Training. Average rating: 5.0 (n=36)

Responses: Braille Management. Average rating: 4.9 (n=14)

Responses: Communication Training. Average rating: 5.0 (n=41)

Responses: Computer Literacy. Average rating: 5.0 (n=45)

Responses: English (ESOL). Average rating: 5.0 (n=9)

Responses: Mobility and Orientation. Average rating: 5.0 (n=29)

Responses: Case Management. Average rating: 5.0 (n=47)

Responses: Low Vision Services. Average rating: 5.0 (n=27)

Responses: Support Groups. Average rating: 5.0 (n=15)

Responses: SGA. Average rating: 5.0 (n=14)

Responses: Transportation Services. Average rating: 4.9 (n=31)

Survey question: Do you agree or disagree with the statement “Social Workers treated me with respect”. (Scale of 1 to 5 with 5 being the highest)

Responses: Average rating: 5.0 (n=54)

Survey question: Do you agree or disagree with the statement “Instructors were prepared and knowledgeable”. (Scale of 1 to 5 with 5 being the highest)

Responses: Average rating: 5.0 (n=54)

Survey question: Do you agree or disagree with the statement “Program helped me feel more independent”. (Scale of 1 to 5 with 5 being the highest)

Responses: Average rating: 5.0 (n=54)

Survey question: Do you agree or disagree with the statement “I would recommend the Lighthouse”.

Responses: Average rating: 5.0 (n=54)

Survey question: Do you feel you are in greater control and more confident in your ability to maintain, retain, or regain gainful employment? (Yes=1, No=0)

Responses: 100% of the respondents selected “Yes”. (n=53)

Survey question: Were you involved in the development and implementation of your Instructional Strategy? (Yes=1, No=0)

Responses: 100% of the respondents selected “Yes”. (n=54)

Survey question: Where services provided at a pace that met your needs? (Yes=1, No=0)

Responses: 100% of the respondents selected "Yes". (n=54)