

State Fiscal Year 2008  
Consumer Satisfaction  
Woodrow Wilson Rehabilitation Center

September 2008

## Table of Contents

Introduction.....	3
Consumer Satisfaction Administration Summary .....	3
Executive Summary .....	5
Section I: Consumer Satisfaction Survey Results.....	7
Section II: Student Focus Groups .....	12
Section III: WWRC Consumer Feedback System.....	16
Section IV: WWRC Sponsor Satisfaction .....	17
Appendix A: <i>Demographic Comparison of FY 2008 Survey Respondents</i> .....	19
Appendix B: <i>FY2008 Consumer Satisfaction Survey Results</i> .....	20
Appendix C: <i>FY2008 Survey Results By Service Area</i> .....	22
Appendix D: <i>Fiscal Years 2005-2008 Consumer Satisfaction Survey Results</i> .....	24
Appendix E: <i>Postsecondary Education Rehabilitation Transition Program (PE), Consumer Satisfaction Survey Results, Fiscal Years, 2005-2008</i> .....	26
Appendix F: <i>Vocational Evaluation (VE)</i> ,.....	28
Appendix G: <i>Vocational Training (VT)</i> ,.....	30
Appendix H: <i>Consumer Satisfaction Survey Questions</i> .....	32
Appendix I: <i>Open Ended Comments</i> .....	33
Appendix J: <i>FY2008 Focus Group Participant Characteristics</i> .....	34
Appendix K: <i>WWRC Student Focus Group Questions</i> .....	35
Appendix L: <i>Student Focus Group Major Themes, FY 2008</i> .....	36

## Introduction

The Woodrow Wilson Rehabilitation Center (WWRC) utilizes three different methodologies for collecting consumer satisfaction data on an annual basis. These three methodologies are: 1) computer-based satisfaction surveys, 2) focus groups, and 3) a facility-wide consumer feedback system. In addition to collecting information on client satisfaction, WWRC also collects sponsor satisfaction information.

This report contains the results of all consumer satisfaction data collected during State Fiscal Year 2008 (July 1, 2007 through June 30, 2008). In addition, results from the computer-based satisfaction surveys for the past four fiscal years are presented.

### Consumer Satisfaction Administration Summary

#### **Consumer Satisfaction Survey**

All consumers served by WWRC, regardless of program or service provided, are asked at time of discharge to complete a computer-based survey to obtain feedback. The computer-based survey consists of statements about WWRC and its services. Clients rate their agreement with the statements using combined Likert and Visual Analog Measurement Scales. Dedicated kiosks in targeted locations are used for this purpose. Select WWRC employees, trained in survey procedures and issues of confidentiality, are available in each location to assist clients in access and completion of the survey, and as needed, to accommodate any disability-related needs.

This survey provides the consumers the opportunity to provide feedback regarding their WWRC experience. Respondents answer eight questions and provide their level of satisfaction or dissatisfaction regarding services received, staff, and their overall experience at WWRC.

The results of the consumer satisfaction survey are stored in an Access database and are also linked to an Excel Spreadsheet. These results are exported into SPSS for analysis. In analyzing the survey results, WWRC Census data is used to determine which service area the respondent participated in (Postsecondary Education Rehabilitation Transition (PERT), Vocational Evaluation, or Vocational Training). Although respondents could have participated in more than one service area, the respondent service area is determined by which service area the respondent was in upon closure.

#### **WWRC Student Focus Groups**

The WWRC Organizational Development and Quality Assurance Division conducts focus groups to gather satisfaction data from currently enrolled clients on a quarterly basis (4 per year), with students randomly selected and invited to participate – the ideal size for each focus group is 8-10. The focus groups are held in the WWRC Vocational Training Building for the convenience of participants. Each focus group has a designated facilitator and note taker. Focus group transcripts are analyzed via qualitative methods.

For FY 2008, all focus group participants were randomly selected from within the Vocational Rehab Services Division, but did not include current PERT or current Vocational Evaluation

students. This is due to the short duration of these programs, for example a PERT student is typically at WWRC for ten days.

A list of all current Vocational Training and Life Skills Transition Program students is obtained from the Vocational Rehab Services Division office. In addition, a list of all graduating students is obtained to identify graduating students that will be on campus at the time the focus group is conducted. From the lists of students received from the Vocational Rehab Services Division office, two separate groups, graduates and non-graduates, are randomly selected. Approximately 30 students are randomly selected, of which sixteen (16) students consisting of 6 graduates and 10 non-graduates are invited to participate in the focus groups.

Random selection of focus group participants is conducted approximately one week prior to the date of the focus group. Immediately after the random selection process, WWRC counselors and instructors are notified of the selected students. The collaboration with WWRC counselors and instructors identifies students that are not available to participate in the focus group. During FY 2008, all focus groups were conducted the day before a WWRC graduation.

#### **WWRC Consumer Feedback System**

WWRC employees may also enter data into a facility-wide database established to document specific issues and concerns brought to their attention by consumers that require mid to upper level administrative attention and/or to document commendations for student services provided. Satisfaction data obtained through this methodology is integrated into the analysis and report dissemination process.

#### **WWRC Sponsor Satisfaction Survey**

WWRC collects sponsor satisfaction in three areas – Vocational Evaluation, Counseling Services and Life Skills Transition Program. A sponsor is a vocational rehabilitation counselor or other staff member from the Field Rehabilitative Services division. A computer-based survey is sent out to each sponsor upon case closure for clients receiving vocational evaluation services (including PERT), rehabilitation counseling services, and life skills transition services. Sponsors answer questions pertaining to the usefulness of vocational evaluation recommendations, overall case management satisfaction, and the timeliness of reports.

## Executive Summary

### **Consumer Satisfaction Survey**

In FY 2008 (July 1, 2007-June 30, 2008), two hundred and seventy seven (N=277) students completed the consumer satisfaction exit survey. The demographic composition of the FY 2008 survey respondents was similar to the overall demographics of all consumers receiving services at WWRC (see Appendix A).

The results of the consumer satisfaction survey for FY 2008 show a high level of satisfaction. The range of satisfaction for the 8 questions on the consumer satisfaction survey was between 84.8% and 93.5%. Overall, 86% of consumers agree that they achieved their stated purpose of coming to WWRC.

The results for FY 2008 are consistent with the previous two fiscal years. In FY 2007, the range of satisfaction percentages for the 8 questions was between 83.5% and 92.4% and in FY 2006, the range was between 82.2% and 93.1% (See Appendix D).

During the last three years, the percentage of respondents that are PERT students has increased, with over 66% of respondents in FY 2007 and 83% in FY 2008 being PERT students. The number of PERT students completing the survey has remained constant during the past three years. However, the number of Vocational Training and Vocational Evaluation continues to decline. The main reason for this decline in FY 2008 was a decrease in staff availability to facilitate survey completion due to the AWARE conversion process. In FY 2007, program support staff indicated that the speed of the kiosk in setting up and processing the survey was slow. In FY 2008, the PC/kiosk in the WWRC counseling department was replaced with an upgraded machine.

Recommendations for FY 2009 for the consumer satisfaction survey include:

- Develop a coordinated approach between WWRC Vocational Training, Counseling, Vocational Evaluation, and the Organizational Development and Quality Assurance (ODQA) division to increase the number of vocational training and vocational evaluation clients completing the survey.
- Evaluate the process by which clients take the consumer satisfaction survey.
- Explore the feasibility of students completing consumer satisfaction survey in Residential Services (in the evening during their last week at WWRC). Evaluate the PC/kiosk in the Marscher Computer Lab in Residential services to determine if an upgraded or new PC/kiosk is necessary.
- Explore the feasibility of conducting consumer satisfaction in the Medical Services Division.

### **Student Focus Groups**

In FY 2008, a total of 40 students participated in three focus groups. Since the reinstatement of the student focus groups, participation in each group is high. The students were randomly selected from the population of Vocational Training students (including Life Skills, but excluding PERT and Vocational Evaluation students).

Findings from the focus groups indicate that most students feel they are learning the skills necessary to live independently. Students also indicate that the level of “drama” at WWRC is high and can impact the overall learning experience.

Recommendations for the student focus groups in FY 2009 include:

- Develop a coordinated, center-wide approach for responding to student comments and suggestions.
- Develop expectations for how division directors, supervisors, and managers review and respond to consumer feedback.
- Explore the feasibility of conducting focus groups in the Medical Services Division.
- Explore the feasibility of including PERT and Vocational Evaluation students in the focus group selection process.
- Continue to review/refine the questions.

### **Consumer Feedback System**

The previous database is being modified and renamed to the WWRC Consumer Feedback System. The pilot test for this system was delayed to FY 2009 due to the AWARE conversion process which consumed staff resources during FY 2008. It is anticipated that the pilot for the WWRC Consumer Feedback system will take place during the 3rd and 4th quarters of FY 2009.

Recommendations for the consumer feedback system in FY 2009 include:

- Conduct a pilot of the WWRC consumer feedback system.
- Determine/evaluate the appropriate role of the WWRC Student Government Association.
- Develop coordinated, center-wide approach for determining the most efficient methods for documenting student feedback

### **Sponsor Satisfaction**

Recommendations for sponsor satisfaction, relative to program evaluation, for FY 2009 include:

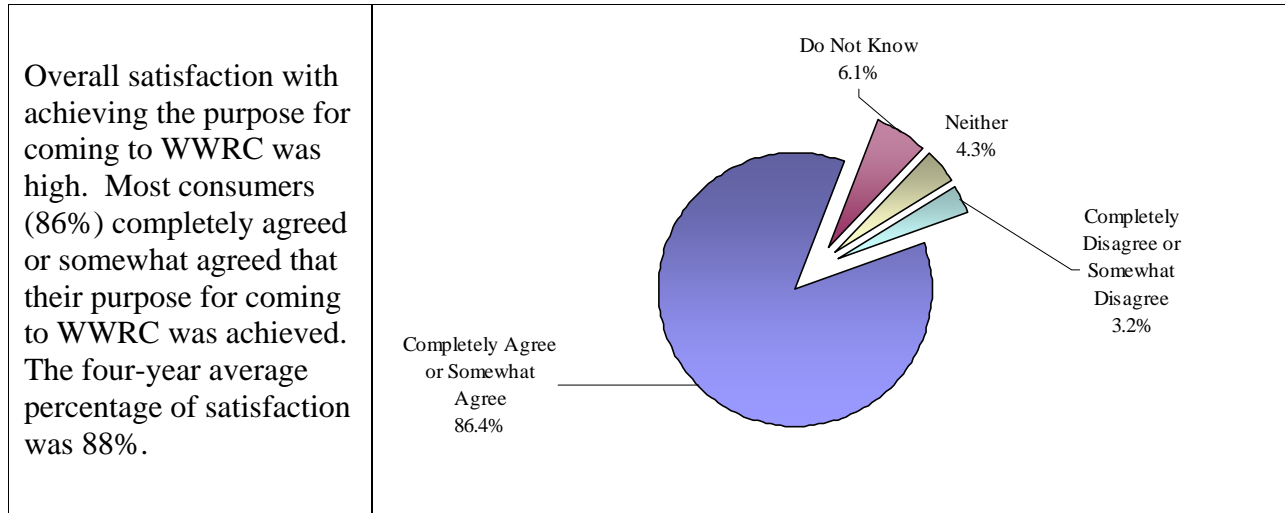
- Continue to base the analysis of results on the date that surveys are returned by field counselors.
- A review of the questions for appropriateness.

## Section I: Consumer Satisfaction Survey Results

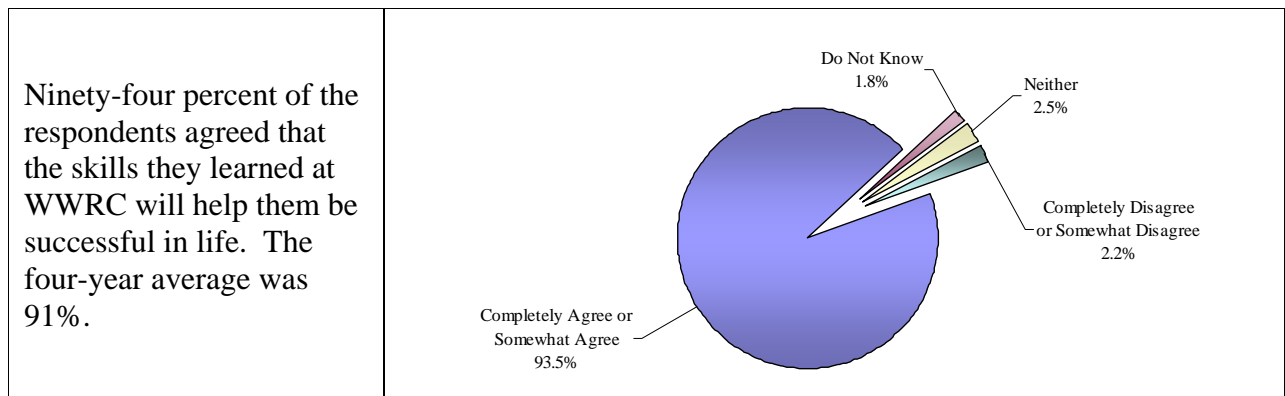
### Fiscal Year 2008 Results

This section contains the Fiscal Year 2008 consumer satisfaction survey results for 277 respondents. Data in this section is presented for all consumers. Complete results for FY 2008 are contained in Appendix B (page 26). Detailed results by service area are provided in Appendix C (page 28).

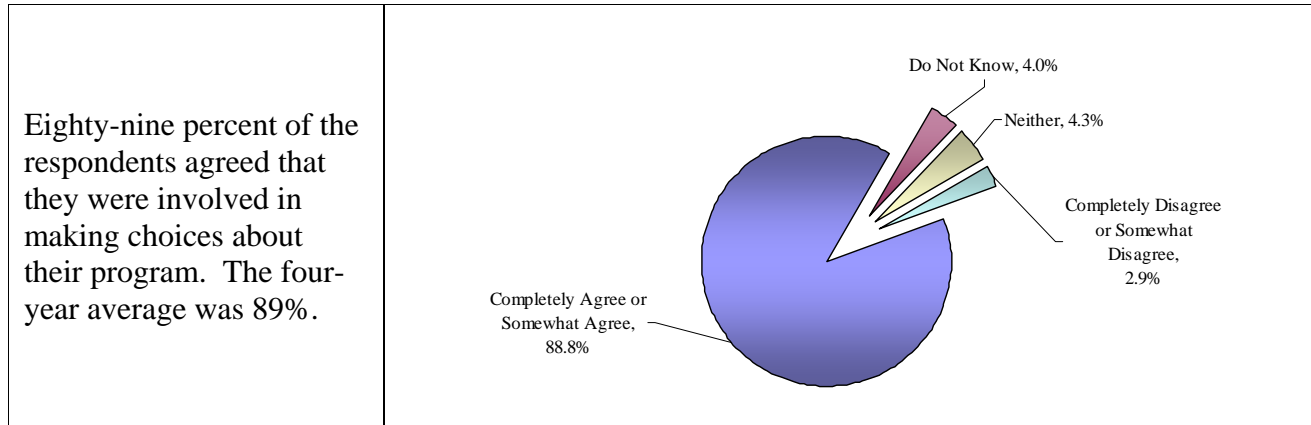
*The purpose for my coming to WWRC was achieved.*



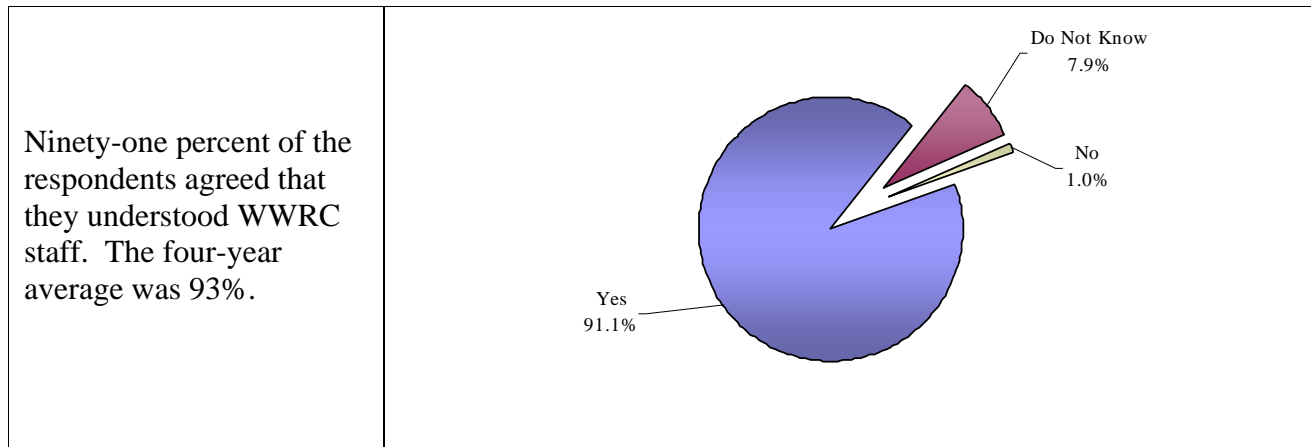
*The skills learned at WWRC will help me be successful in life.*



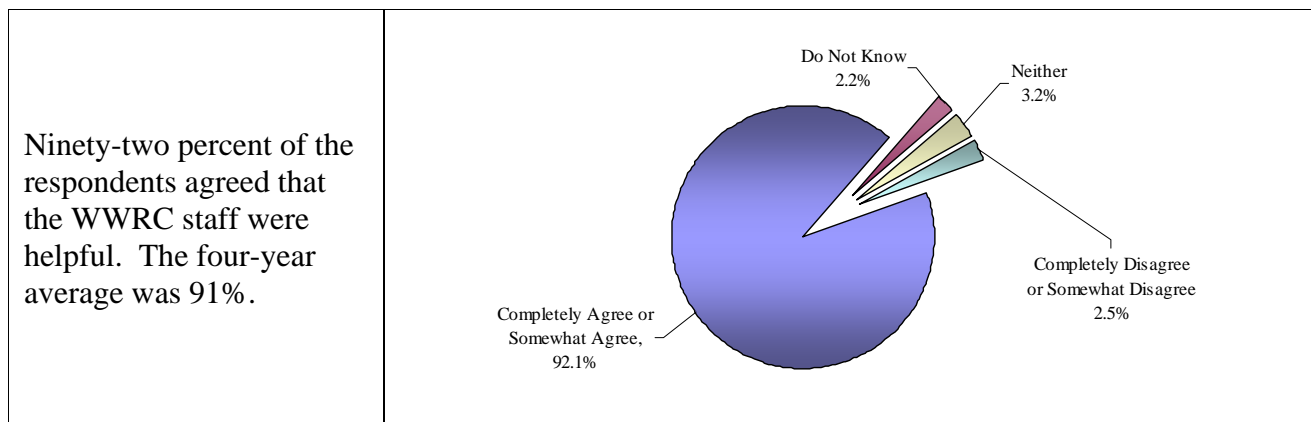
*I was involved in making choices about my program.*



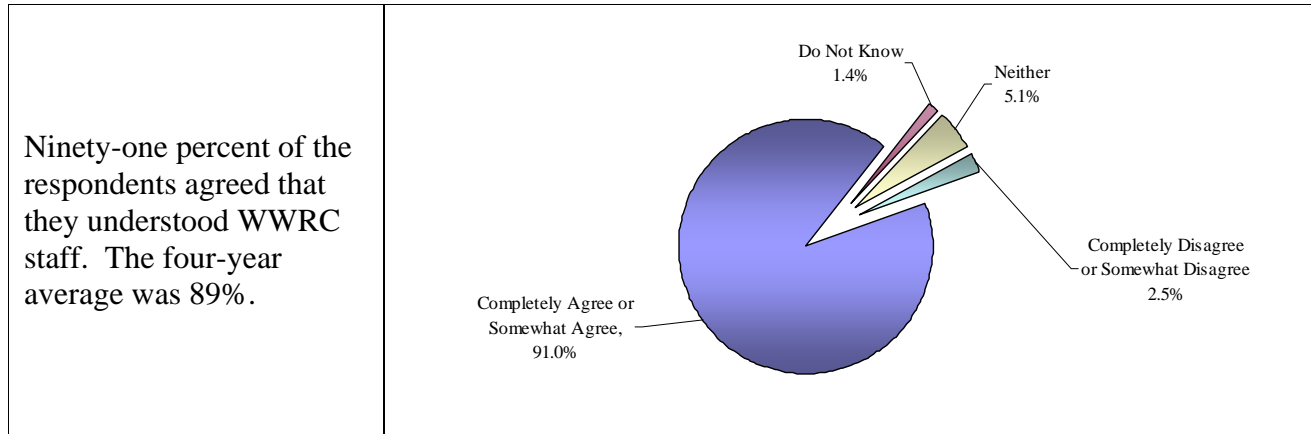
*I understood what the staff was telling me.*



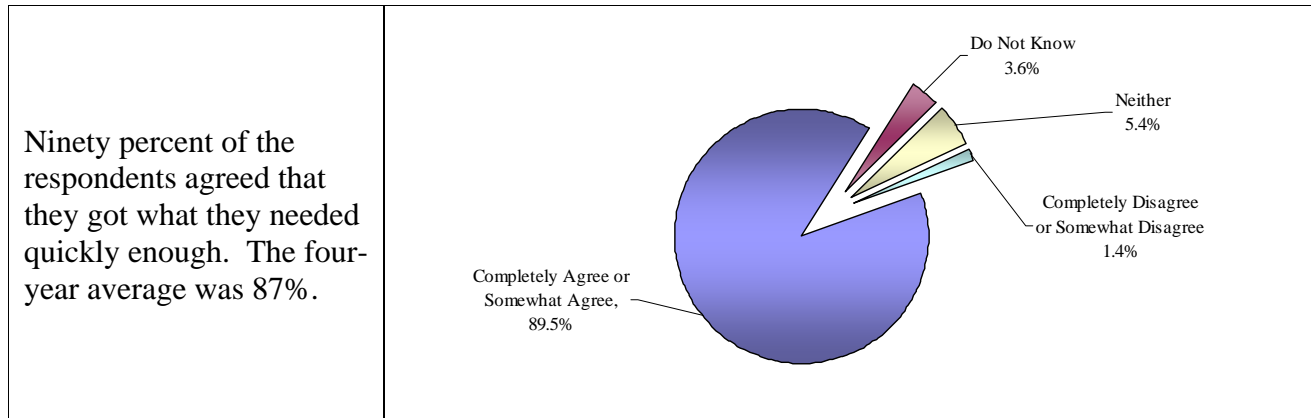
*The staff was helpful.*



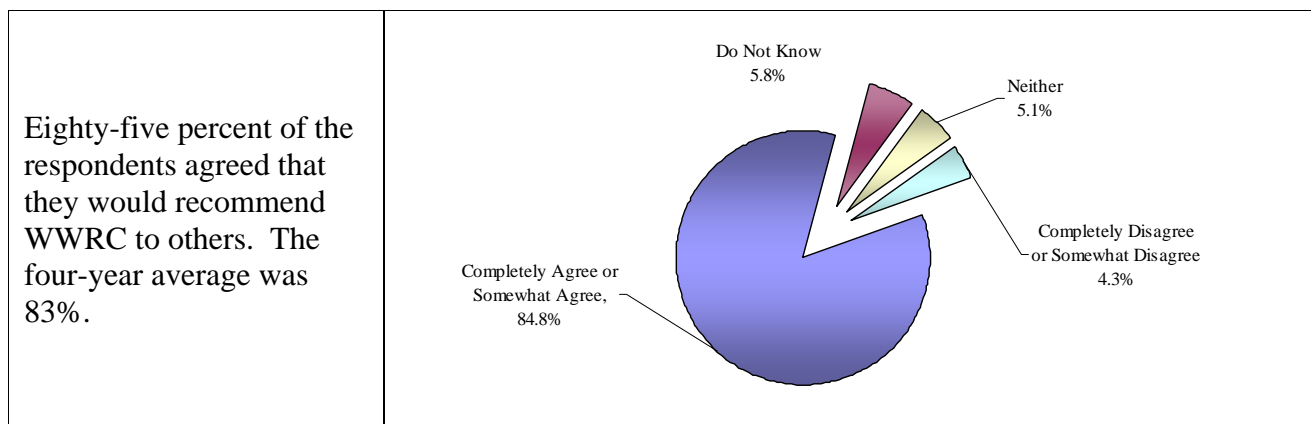
*Woodrow Wilson was a safe place.*



*I got what I needed quickly enough.*



*Would you recommend WWRC to others?*



### Results By Service Area

Respondents to the consumer satisfaction survey are identified by the WWRC service area in which they are receiving services in. These three service areas are: 1) PERT, 2) Vocational Training and 3) Vocational Evaluation.

During FY 2008, the majority of respondents were consumers who completed the PERT program (83%, n=229). The remainder of the responses were from Vocational Training (14%,n=39) and Vocational Evaluation (3%, n=9) consumers. Consumers in all three service areas have a high rate of satisfaction in terms of achieving the stated purpose for coming to WWRC.

The responses to the eight questions on the consumer satisfaction survey for each service area are listed below. Results presented below are the percentage that answered “Completely Agree” or “Somewhat Agree.” Detailed results can be found in Appendix C.

Question	PERT	Vocational Evaluation	Vocational Training
The purpose for coming to WWRC was achieved:	85%	89%	92%
Skills learned at WWRC will help in being successful in life:	93%	100%	95%
Involved in making choices about their program at WWRC:	87%	100%	95%
Communication with staff was clear and understandable:	94%	100%	92%
WWRC Staff were helpful:	91%	89%	95%
WWRC was a safe environment:	90%	100%	92%
WWRC services were provided in a timely manner:	89%	89%	95%
Would recommend WWRC to other persons:	83%	89%	95%

### Trends (Fiscal Years 2005-2008)

Appendix D presents the overall consumer satisfaction survey results for fiscal years 2005-2008. Appendices E-G lists the results for the individual service areas, PERT (Appendix E), Vocational Evaluation (Appendix F) and Vocational Training (Appendix G).

In comparing the results for each of the last three years, overall satisfaction has remained consistent. There are no significant trends that show an overall increase or decrease in satisfaction.

## **Recommendations**

Based on the results of the consumer satisfaction surveys for FY 2008, the following are recommendations for consideration in FY 2009:

- Develop a coordinated approach between WWRC Vocational Training, Counseling, Vocational Evaluation, and the Organizational Development and Quality Assurance (ODQA) division to increase the number of vocational training and vocational evaluation clients completing the survey.
- Evaluate the process by which clients take the consumer satisfaction survey. This would include:
  - 1) Examining the identified computers (kiosks) for usability;
  - 2) Receiving feedback from Program Support Technicians regarding the process;
  - 3) Evaluating the locations where students complete the surveys.
- Explore the feasibility of students completing consumer satisfaction survey in Residential Services (in the evening during their last week at WWRC). Evaluate the PC/kiosk in the Marscher Computer Lab in Residential services to determine if an upgraded or new PC/kiosk is necessary.
- Explore the feasibility of conducting consumer satisfaction in the Medical Services Division.

## Section II: Student Focus Groups

### **Introduction**

In FY 2008, three student focus groups were conducted at Woodrow Wilson Rehabilitation Center, (September 2007, March 2008 and June 2008). A total of 40 students were chosen at random from the population of vocational training students (including Life Skills, but excluding PERT and Vocational Evaluation students).

Appendix J contains demographic information for the focus group participants. Of the 40 students, 15 students were graduates (graduating within two weeks of the focus group) and 25 students were non-graduates. Since reinstating the Focus Groups in FY07, 78% of the students invited have participated (62 participated/80 invited). The high participation rate can be attributed to the strong support of the student focus groups by WWRC staff (Vocational Training, Counseling, Residential Services, Administration).

The focus group questions are designed to elicit information from students regarding their WWRC experience. Students are asked about their admissions process and whether or not they understood the purpose for why they came to WWRC. They are also asked to provide their thoughts (likes, dislikes, expectations) regarding all of the service areas at WWRC.

Additional questions regarding the nature of the students relationship with their DRS counselor were introduced on a pilot basis beginning with the June, 2008 (6/26/08) focus group. The pilot questions focus on three main areas, what services were received prior to coming to WWRC, whether or not the students have been in contact with their DRS counselor while at WWRC, and what support or services may be needed after leaving WWRC to become employed. Appendix K contains the WWRC student focus group questions, including the pilot questions added on 6/26/08. Results of the pilot questions are listed on page 14.

### **Results**

The major themes common to all FY08 student focus groups were 1) Respect; 2) Drama; 3) Residential Services; 4) Learning to become independent; and 5) the Admissions process. Appendix L provides a summary of all the major themes that students discussed during the focus groups.

The section below will highlight a few of the themes discussed and present comments by students relative to each theme. Detailed comments relative to each service area will be presented to the appropriate supervisor/manager for review.

### **Respect**

A prevailing theme during each focus group is respect. Student perspective varies, however some of the comments indicate that students feel that they are not treated like adults.

- “The full grown adults at the center are treated like they are 18.”
- “They treat us all the same, but we are not all of the same.”
- “Treat people differently based on how they can take care of themselves.” (suggestion to staff)

- “Treat us with the same respect that they want us to give to them.”
- “Counselor went above and beyond”, “Help you when you have a bad day.”

### **Drama**

Drama continues to be a major theme. Students mention “drama” when asked the questions “what suggestions do you have for WWRC to improve your experience” and “what did you dislike the most about WWRC.” Although some students indicate they are able to remove themselves from it, the majority indicate not being able to avoid “the drama.” Some of the comments and suggestions in this category include:

- “Drama from nights overflows to daytime, if not in drama, you hear about it – then talked about continuously – widespread, never ending.”
- “What is drama? Drama comes from human beings – Arguments, fighting, making out – all distracting drama.”
- “Soap opera every other day, someone getting together – breaking up.”
- “Whole bunch of “he said, she said.” The staff do not want to hear it. And the staff blame students who are not responsible for it.”
- “How to handle the drama? – I don’t pay it no mind. Students need to focus on why they are here. People need to not pay attention to the drama.”
- “Need to crack down on public displays of affection – here to learn, should be expected to behave as in work setting.” “Need enforcement of physical behavior (couples).”
- “If more things to do at night, would be less drama.”
- “Recommend reducing drama? Enforcement of Rules.”

### **Residential Services**

Residential Services continues to be a major theme and for the second straight year, accounted for approximately 40% of the comments in the focus groups. Main discussion points were focused on activities, dorm beds, dining services, curfew, and rules. Some of the comments include:

- “They need to have burgers more. They are delicious.”
- “Food is actually good for number of people served; producing that much food is tough, hard to make quality product in time.”
- “Glad that dorms are enforcing the smoking policy and only allowing it in certain areas and not in front of doors.”
- “Carter Ashley very nice, except for mattresses. Using egg crate helps.”

### **Independent Learning/Living Skills**

Students participating in the focus groups have acknowledged that they feel they are learning the necessary skills to live independently. Some of the comments in this category include:

- “Lived with parents for 24 years. When first came here was falling apart, staff put pieces back together and helped me learn to keep the pieces together. Especially counselors and instructor and night counselor.”
- “WWRC has helped me a lot and mentored me. So now I know what I will be able to do”
- “I’m happy with my instructors. They will teach you and help you get through it.”

### **Admissions process**

One of the major themes discussed by students was the admissions process. Generally, students are overall satisfied with the admissions process. Comments reflect that the amount of time students wait to come to WWRC varies. Some of the comments in this theme include:

- “Admissions went well for me.”
- “It took me a year and a half to two years from application process to get a vocational evaluation. All I was told was something about it takes everybody that long.”
- “It was real nice. People were helping you out, making you feel comfortable and know where you need to be.”
- “Graduated in June, toured in August, waited until February to start “voc eval” for three weeks. Then waited for Life Skills in June and then started auto mechanics training in August. Seemed long, very excited and now am very proud of myself and others. I am very excited about what I can do.
- “Spent five months waiting for opening in SLS and drafting – worked while I waited.”

### **Pilot Question Results**

Beginning with the June 26, 2008 student focus group, an additional set of questions regarding the nature of the consumer’s relationship with their DRS counselor were initiated on a pilot basis.

All 14 students participating in the June focus group knew who their DRS counselor, and 10 out of 14 indicated being in touch with their counselor while at WWRC. Consumers indicated receiving testing and career exploration prior to coming to WWRC.

In response to what support they may need to become employed, the majority of students indicated needing support finding a job with what they consider to be a reputable employer. Additional responses include assistance with transportation, certifications/licensure, gas money and resume development.

### **Student Suggestions**

Students also had the opportunity to make suggestions on how WWRC could improve. Suggestions given relate to providing job opportunities for students, dorm room facilities, dining hall services, and increasing the sensitivity/awareness towards older clients. A sample of suggestions is listed below.

- “Need some type of sign so that you know someone is in the bathroom (Carter Ashley).”
- “Auto cutoff on lights. Lights are left on in the bathroom and you don’t know if someone is in it or not.”
- “Jobs for students. They could open are center or bowling alley or do barbecues.”
- “Provide brushes/scrub brushes to clean showers/toilet.”
- “Once a month, make a meal by student’s choice.”
- “Bring back the cappuccino machine. We need coffee in the morning.”
- “I would like some homework. Give me something to study.”
- “Reduce the drama, too much interferes with the ability to learn.”
- “Would like to watch more adult oriented programming on the TV’s in the rec halls, such as the 6:00 PM evening news.”

### **Recommendations**

- Refine methods for distributing, sharing and responding to consumer satisfaction data feedback.
- Continue to review/refine the questions for information that would be beneficial to WWRC.
- Develop coordinated, center-wide approach for responding to students comments and suggestions.
  - Provide information to students regarding the focus groups and consumer satisfaction exit surveys. Include comments and/or actions taken as a result of the suggestions. Update on a bi-annual basis.
  - Provide feedback to students through SGA or other methods (e.g. small groups in the residence halls).

### Section III: WWRC Consumer Feedback System

#### **Results**

The previous database is being modified and renamed to the WWRC Consumer Feedback System. The pilot test for this system was delayed to FY 2009 due to the AWARE conversion process which consumed staff resources during FY 2008. It is anticipated that the pilot for the WWRC Consumer Feedback system will take place during the 3rd and 4th quarters of FY 2009.

#### **Recommendations**

- Conduct a pilot of the WWRC consumer feedback system.
- Determine/evaluate the appropriate role of the WWRC Student Government Association.
- Develop coordinated, center-wide approach for determining the most efficient methods for documenting student feedback. This would include: 1) the type of feedback entered; 2) who feedback is received from, and 3) when feedback is entered.

## Section IV: WWRC Sponsor Satisfaction

### Results

WWRC collects sponsor satisfaction information for three program areas – Vocational Evaluation (including PERT), Counseling, and Life Skills Transition Program. Specific information is collected on the usefulness of recommendations and timeliness of reports.

The results for FY 2008 are presented below. These results include all surveys returned where the consumer had a discharge date in FY 2008 (between 7/1/07 and 6/30/08).

#### Vocational Evaluation

Were the Recommendations included in the Vocational Evaluation Report of assistance?

Yes: 99.0% (n=298)

No: 1.0% (n=3)

Will the Vocational Evaluation recommendations be used in the development of the IPE?

Yes: 96.7% (n=292)

No: 3.3% (n=10)

How would you rate the usefulness of the Vocational Evaluation recommendations?

Very Useful: 77.7% (n=233)

Somewhat Useful: 1.0% (n=3)

Useful: 19.0% (n=57)

Not Useful: 1.3% (n=4)

Neither: 1.0% (n=3)

N/A: 1.8% (n=6)

#### Counseling Services

Overall Case Management Satisfaction

Completely Satisfied: 91.3% (n=158)

Somewhat Dissatisfied: 1.2% (n=2)

Somewhat Satisfied: 4.6% (n=8)

Completely Dissatisfied: 1.7% (n=3)

Neither: 1.2% (n=2)

Usefulness of Recommendations

Very Useful: 74.0% (n=128)

Somewhat Useful: 1.2% (n=2)

Useful: 24.9% (n=43)

Not Useful: 0.0% (n=0)

Neither: 0.0% (n=0)

Frequency/Timeliness of Contact from Case Manager

Completely Satisfied: 89.0% (n=154)

Somewhat Dissatisfied: 0%

Somewhat Satisfied: 8.7% (n=15)

Completely Dissatisfied: 0.6% (n=1)

Neither: 1.7% (n=3)

Timeliness of Reports

Completely Satisfied: 90.2% (n=156)

Somewhat Dissatisfied: 0%

Somewhat Satisfied: 7.0% (n=12)

Completely Dissatisfied: 0.6% (n=1)

Neither: 1.2% (n=2)

N/A: 1.2% (n=2)

## **Life Skills Transition Program**

What was the reason for referring your client to LSTP?

Independent Living: 25.0% (n=6)  
Employment Skills: 12.5% (n=3)  
Combination IL/ES: 54.2% (n=13)  
Training Program Prep: 8.3% (n=2)

How would you rate the usefulness of the LSTP report and recommendations?

Very Useful: 70.8% (n=17)	Somewhat Useful: 0%
Useful: 25.0% (n=6)	Not Useful: 0%
Neither: 4.2% (n=1)	N/A: 0%

### **Recommendations**

- To assist in program evaluation, it is recommended that the analysis of results continue to be based on the date that surveys are returned. Using the discharge date to summarize fiscal year results is not reliable due to the varying amount of time in which surveys are returned from the field.
- Continue to review/refine the questions. Is there information that would be beneficial for WWRC to receive from sponsors that currently is not collected?

Appendix A: Demographic Comparison of FY 2008 Survey Respondents

	WWRC Population		Survey Respondents	
	N = 2487*		N = 277	
<b>Gender</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Female	1032	41.5	107	38.6
Male	1455	58.5	170	61.4
<b>Race</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
African American	677	27.2	98	35.4
Caucasian	1719	69.1	170	61.4
Other	91	3.7	9	3.2

➤ \* Unique clients served during FY08 (2911 cases representing 2487 unique clients)

Appendix B: FY2008 Consumer Satisfaction Survey Results

		FY2008 Respondents (N=277)	
		N	%
<i>The purpose for my coming to WWRC was achieved.</i>	Completely agree	189	68.2
	Somewhat agree	50	18.1
	Neither agree nor disagree	12	4.3
	Somewhat disagree	5	1.8
	Completely disagree	4	1.4
	Do not know	17	6.1
<i>The skills learned at WWRC will help me be successful in life.</i>	Completely agree	185	66.8
	Somewhat agree	74	26.7
	Neither agree nor disagree	7	2.5
	Somewhat disagree	2	0.7
	Completely disagree	4	1.4
	Do not know	5	1.8
<i>I was involved in making choices about my program.</i>	Completely agree	176	63.5
	Somewhat agree	70	25.3
	Neither agree nor disagree	12	4.3
	Somewhat disagree	7	2.5
	Completely disagree	1	0.4
	Do not know	11	4.0
<i>I understood what the staff was telling me.</i>	Yes	259	93.5
	Somewhat agree	0	0.0
	No	3	1.1
	Do not know	15	5.4
<i>The staff was helpful.</i>	Completely agree	209	75.5
	Somewhat agree	46	16.6
	Neither agree nor disagree	9	3.2
	Somewhat disagree	4	1.4
	Completely disagree	3	1.1
	Do not know	6	2.2
<i>Woodrow Wilson was a safe place.</i>	Completely agree	196	70.8
	Somewhat agree	56	20.2
	Neither agree nor disagree	14	5.1
	Somewhat disagree	3	1.1
	Completely disagree	4	1.4
	Do not know	4	1.4

		FY2008 Respondents (N=277)	
		N	%
<i>I got what I needed quickly enough.</i>	Completely agree	154	55.6
	Somewhat agree	94	33.9
	Neither agree nor disagree	15	5.4
	Somewhat disagree	3	1.1
	Completely disagree	1	0.4
	Do not know	10	3.6
<i>Would you recommend WWRC to others?</i>	Completely agree	188	67.9
	Somewhat agree	47	17.0
	Neither agree nor disagree	14	5.1
	Somewhat disagree	2	0.7
	Completely disagree	10	3.6
	Do not know	16	5.8

*Appendix C: FY2008 Survey Results By Service Area*

		PERT N=229		Vocational Evaluation N = 9		Vocational Training N = 39	
		N	%	N	N	%	%
<i>The purpose for my coming to WWRC was achieved.</i>	Completely agree or somewhat agree	195	85.2	8	88.9	36	92.3
	Neither agree nor disagree	11	4.8	0	0.0	1	2.6
	Completely disagree or somewhat disagree	8	3.5	0	0.0	1	2.6
	Do not know	15	6.6	1	11.1	1	2.6
<i>The skills learned at WWRC will help me be successful in life.</i>	Completely agree or somewhat agree	213	93.0	9	100.0	37	94.9
	Neither agree nor disagree	7	3.0	0	0.0	0	0.0
	Completely disagree or somewhat disagree	5	2.2	0	0.0	1	2.6
	Do not know	4	1.8	0	0.0	1	2.6
<i>I was involved in making choices about my program.</i>	Completely agree or somewhat agree	200	87.3	9	100.0	37	94.9
	Neither agree nor disagree	12	5.2	0	0.0	0	0.0
	Completely disagree or somewhat disagree	8	3.5	0	0.0	0	0.0
	Do not know	9	3.9	0	0.0	2	5.1
<i>I understood what the staff was telling me.</i>	Yes	214	93.5	9	100.0	36	92.3
	No	3	1.3	0	0.0	0	0.0
	Do not know	12	5.2	0	0.0	3	7.7
<i>The staff was helpful.</i>	Completely agree or somewhat agree	209	91.3	8	88.9	37	94.9
	Neither agree nor disagree	7	3.1	0	0.0	2	5.1
	Completely disagree or somewhat disagree	7	3.1	0	0.0	0	0.0
	Do not know	6	2.6	1	11.1	0	0.0

Appendix C (continued)

		PERT N=229		Vocational Evaluation N = 9		Vocational Training N = 39	
		N	%	N	%	N	%
<i>Woodrow Wilson was a safe place.</i>	Completely agree or somewhat agree	207	90.4	9	100.0	36	92.3
	Neither agree nor disagree	12	5.2	0	0.0	2	5.1
	Completely disagree or somewhat disagree	7	3.1	0	0.0	0	0.0
	Do not know	3	1.3	0	0.0	1	2.6
<i>I got what I needed quickly enough</i>	Completely agree or somewhat agree	203	88.7	8	88.9	37	94.9
	Neither agree nor disagree	13	5.7	1	11.1	1	2.6
	Completely disagree or somewhat disagree	4	1.8	0	0.0	0	0.0
	Do not know	9	3.9	0	0.0	1	2.6
<i>Would you recommend WWRC to others?</i>	Completely agree or somewhat agree	190	83.0	8	88.9	37	94.9
	Neither agree nor disagree	13	5.7	1	11.1	0	0.0
	Completely disagree or somewhat disagree	11	4.8	0	0.0	1	2.6
	Do not know	15	6.6	0	0.0	1	2.6

Appendix D: Fiscal Years 2005-2008 Consumer Satisfaction Survey Results

		FY2005 Respondents (N=366)		FY2006 Respondents (N=432)		FY2007 Respondents (N=303)		FY2008 Respondents (N=277)	
		N	%	N	N	%	%	N	%
<i>The purpose for my coming to WWRC was achieved.</i>	Completely agree or somewhat agree	324	88.5	377	87.3	270	89.1	239	86.3
	Neither agree nor disagree	16	4.4	18	4.2	13	4.3	12	4.3
	Completely disagree or somewhat disagree	9	2.5	19	4.4	7	2.3	9	3.3
	Do not know	17	4.6	18	4.2	13	4.3	17	6.1
<i>The skills learned at WWRC will help me be successful in life.</i>	Completely agree or somewhat agree	336	91.8	383	88.7	280	92.4	259	93.5
	Neither agree nor disagree	12	3.3	13	3.0	10	3.3	7	2.5
	Completely disagree or somewhat disagree	4	1.1	14	3.2	6	2.0	6	2.2
	Do not know	14	3.8	22	5.1	7	2.3	14	1.8
<i>I was involved in making choices about my program.</i>	Completely agree or somewhat agree	327	89.3	390	90.3	264	87.1	246	88.8
	Neither agree nor disagree	16	4.4	17	3.9	15	5.0	12	4.3
	Completely disagree or somewhat disagree	11	3.0	12	2.8	9	3.0	8	2.9
	Do not know	12	3.3	13	3.0	15	5.0	11	4.0
<i>I understood what the staff was telling me.</i>	Yes	339	92.6	402	93.1	275	90.8	259	93.5
	Somewhat agree	0	--	0	--	1	.3	0	--
	No	8	2.2	11	2.5	3	1.0	3	1.1
	Do not know	19	5.2	19	4.4	24	7.9	15	5.4

Appendix D (continued)

		FY2005 Respondents (N=366)		FY2006 Respondents (N=432)		FY2007 Respondents (N=303)		FY2008 Respondents (N=277)	
		N	%	N	N	%	%	N	%
<i>The staff was helpful.</i>	Completely agree or somewhat agree	331	90.4	397	91.9	277	91.4	255	92.1
	Neither agree nor disagree	16	4.4	8	1.9	12	4.0	9	3.3
	Completely disagree or somewhat disagree	12	3.3	21	4.9	7	2.3	7	2.5
	Do not know	7	1.9	6	1.4	7	2.3	6	2.2
<i>Woodrow Wilson was a safe place.</i>	Completely agree or somewhat agree	327	89.3	381	88.2	262	86.5	252	91.0
	Neither agree nor disagree	16	4.4	24	5.6	18	5.9	14	5.1
	Completely disagree or somewhat disagree	10	2.7	19	4.4	16	5.3	7	2.5
	Do not know	13	3.6	8	1.9	7	2.3	4	1.4
<i>I got what I needed quickly enough.</i>	Completely agree or somewhat agree	319	87.2	368	85.2	257	84.8	248	89.5
	Neither agree nor disagree	14	3.8	28	6.5	18	5.9	15	5.4
	Completely disagree or somewhat disagree	22	6.0	24	5.6	15	5.0	4	1.4
	Do not know	11	3.0	12	2.8	13	4.3	10	3.6
<i>Would you recommend WWRC to others?</i>	Completely agree or somewhat agree	306	83.6	355	82.2	253	83.5	235	84.8
	Neither agree nor disagree	21	5.7	27	6.3	13	4.3	14	5.1
	Completely disagree or somewhat disagree	16	4.4	28	6.5	19	6.3	12	4.3
	Do not know	23	6.3	22	5.1	18	5.9	16	5.8

*Appendix E: Postsecondary Education Rehabilitation Transition Program (PE), Consumer Satisfaction Survey Results, Fiscal Years, 2005-2008*

		FY2005 PERT (N=151)		FY2006 PERT (N=196)		FY2007 PERT (N=201)		FY2008 PERT (N=229)	
		N	%	N	%	N	%	N	%
<i>The purpose for my coming to WWRC was achieved.</i>	Completely agree or somewhat agree	131	86.8	162	82.7	177	88.1	195	85.2
	Neither agree nor disagree	9	6.0	8	4.1	12	6.0	11	4.8
	Completely disagree or somewhat disagree	2	1.3	13	6.6	4	2.0	8	3.5
	Do not know	9	6.0	11	5.6	8	4.0	15	6.6
<i>The skills learned at WWRC will help me be successful in life.</i>	Completely agree or somewhat agree	135	89.4	176	89.8	186	92.5	213	93.0
	Neither agree nor disagree	8	5.3	4	2.0	6	3.0	7	3.0
	Completely disagree or somewhat disagree	1	0.7	8	4.1	4	2.0	5	2.2
	Do not know	7	4.6	8	4.1	5	2.5	4	1.8
<i>I was involved in making choices about my program.</i>	Completely agree or somewhat agree	131	86.8	171	87.2	170	84.6	200	87.3
	Neither agree nor disagree	11	7.3	7	3.6	11	5.5	12	5.2
	Completely disagree or somewhat disagree	2	1.3	9	4.6	7	3.5	8	3.5
	Do not know	7	4.6	9	4.6	13	6.5	9	3.9
<i>I understood what the staff was telling me.</i>	Yes	139	92.1	183	93.4	180	89.6	214	93.5
	Somewhat agree	0	--	0	--	1	0.5	0	--
	No	3	2.0	6	3.1	1	0.5	3	1.3
	Do not know	9	6.0	7	3.6	19	9.5	12	5.2

Appendix E (continued)

		FY2005 PERT (N=151)		FY2006 PERT (N=196)		FY2007 PERT (N=201)		FY2008 PERT (N=229)	
		N	%	N	%	N	%	N	%
<i>The staff was helpful.</i>	Completely agree or somewhat agree	138	91.4	185	94.4	182	90.6	209	91.3
	Neither agree nor disagree	9	6.0	1	0.5	9	4.5	7	3.1
	Completely disagree or somewhat disagree	2	1.3	8	4.1	4	2.0	7	3.1
	Do not know	2	1.3	2	1.0	6	3.0	6	2.6
<i>Woodrow Wilson was a safe place.</i>	Completely agree or somewhat agree	131	86.8	173	88.3	174	86.6	207	90.4
	Neither agree nor disagree	7	4.6	11	5.6	12	6.0	12	5.2
	Completely disagree or somewhat disagree	4	2.7	9	4.6	10	5.0	7	3.1
	Do not know	9	6.0	3	1.5	5	2.5	3	1.3
<i>I got what I needed quickly enough.</i>	Completely agree or somewhat agree	133	88.1	165	84.2	174	86.6	203	88.7
	Neither agree nor disagree	7	4.6	11	5.6	8	4.0	13	5.7
	Completely disagree or somewhat disagree	6	4.0	13	6.6	9	4.5	4	1.8
	Do not know	5	3.3	7	3.6	10	5.0	9	3.9
<i>Would you recommend WWRC to others?</i>	Completely agree or somewhat agree	128	84.8	157	80.1	169	84.1	190	83.0
	Neither agree nor disagree	7	4.6	16	8.2	6	3.0	13	5.7
	Completely disagree or somewhat disagree	4	2.7	14	7.1	13	6.5	11	4.8
	Do not know	12	8.0	9	4.6	13	6.5	15	6.6

Appendix F: Vocational Evaluation (VE),  
Consumer Satisfaction Survey Results, Fiscal Years, 2005-2008

		FY2005 VE (N=111)		FY2006 VE (N=123)		FY2007 VE (N=45)		FY2008 VE (N=9)	
		N	%	N	%	N	%	N	%
<i>The purpose for my coming to WWRC was achieved.</i>	Completely agree or somewhat agree	99	89.2	109	88.6	43	95.6	8	88.9
	Neither agree nor disagree	4	3.6	7	5.7	0	--	0	0.0
	Completely disagree or somewhat disagree	5	4.5	4	3.3	0	--	0	0.0
	Do not know	3	2.7	3	2.4	2	4.4	1	11.1
<i>The skills learned at WWRC will help me be successful in life.</i>	Completely agree or somewhat agree	105	94.6	104	84.6	42	93.3	9	100.0
	Neither agree nor disagree	3	2.7	7	5.7	1	2.2	0	0.0
	Completely disagree or somewhat disagree	2	1.8	4	3.3	1	2.2	0	0.0
	Do not know	1	0.9	8	6.5	1	2.2	0	0.0
<i>I was involved in making choices about my program.</i>	Completely agree or somewhat agree	102	91.9	114	92.7	45	100.0	9	100.0
	Neither agree nor disagree	4	3.6	8	6.5	0	--	0	0.0
	Completely disagree or somewhat disagree	3	2.7	1	0.8	0	3.5	0	0.0
	Do not know	2	1.8	0	--	0	--	0	0.0
<i>I understood what the staff was telling me.</i>	Yes	106	95.5	115	93.5	45	100.0	9	100.0
	Somewhat agree	0	--	0	--	0	--	0	0.0
	No	1	0.9	2	1.6	0	--	0	0.0
	Do not know	4	3.6	6	4.9	0	--	0	0.0

Appendix F (continued)

		FY2005 VE (N=111)		FY2006 VE (N=123)		FY2007 VE (N=45)		FY2008 VE (N=9)	
		N	%	N	%	N	%	N	%
<i>The staff was helpful.</i>	Completely agree or somewhat agree	104	93.7	115	93.5	45	100.0	8	88.9
	Neither agree nor disagree	3	2.7	2	1.6	0	--	0	0.0
	Completely disagree or somewhat disagree	2	1.8	6	4.9	0	--	0	0.0
	Do not know	2	1.8	0	--	0	--	1	11.1
<i>Woodrow Wilson was a safe place.</i>	Completely agree or somewhat agree	103	92.8	111	90.2	43	95.6	9	100.0
	Neither agree nor disagree	3	2.7	7	5.7	1	2.2	0	0.0
	Completely disagree or somewhat disagree	3	2.7	4	3.3	1	2.2	0	0.0
	Do not know	2	1.8	1	0.8	0	--	0	0.0
<i>I got what I needed quickly enough.</i>	Completely agree or somewhat agree	99	89.2	110	89.4	42	93.3	8	88.9
	Neither agree nor disagree	2	1.8	8	6.5	2	4.4	1	11.1
	Completely disagree or somewhat disagree	7	6.3	4	3.3	1	2.2	0	0.0
	Do not know	3	2.7	1	0.8	0	--	0	0.0
<i>Would you recommend WWRC to others?</i>	Completely agree or somewhat agree	98	88.3	106	86.2	42	93.3	8	88.9
	Neither agree nor disagree	6	5.4	4	3.3	0	--	1	11.1
	Completely disagree or somewhat disagree	5	4.5	7	5.7	1	2.2	0	0.0
	Do not know	2	1.8	6	4.9	2	4.4	0	0.0

*Appendix G: Vocational Training (VT),  
Consumer Satisfaction Survey Results, Fiscal Years, 2005-2008*

		FY2005 VT (N=104)		FY2006 VT (N=113)		FY2007 VT (N=57)		FY2008 VT (N=39)	
		<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
<i>The purpose for my coming to WWRC was achieved.</i>	Completely agree or somewhat agree	94	90.4	104	92.0	50	87.7	36	92.3
	Neither agree nor disagree	3	2.9	3	2.7	1	1.8	1	2.6
	Completely disagree or somewhat disagree	2	1.9	2	1.8	3	5.3	1	2.6
	Do not know	5	4.8	4	3.5	3	5.3	1	2.6
<i>The skills learned at WWRC will help me be successful in life.</i>	Completely agree or somewhat agree	96	92.3	103	91.2	52	91.2	37	94.9
	Neither agree nor disagree	1	1.0	2	1.8	3	5.3	0	0.0
	Completely disagree or somewhat disagree	2	1.8	4	3.3	1	1.8	1	2.6
	Do not know	6	5.8	6	5.3	1	1.8	1	2.6
<i>I was involved in making choices about my program.</i>	Completely agree or somewhat agree	94	90.4	105	92.9	49	86.0	37	94.9
	Neither agree nor disagree	1	1.0	2	1.8	4	7.0	0	0.0
	Completely disagree or somewhat disagree	6	5.8	2	1.8	2	3.5	0	0.0
	Do not know	3	2.9	4	3.5	2	3.5	2	5.1
<i>I understood what the staff was telling me.</i>	Yes	94	90.4	104	92.0	50	87.7	36	92.3
	Somewhat agree	0	--	0	--	0	--	0	--
	No	4	3.8	3	2.7	2	3.5	0	0.0
	Do not know	6	5.8	6	5.3	5	8.8	3	7.7

Appendix G (continued)

		FY2005 VT (N=104)		FY2006 VT (N=113)		FY2007 VT (N=57)		FY2008 VT (N=39)	
		N	%	N	%	N	%	N	%
<i>The staff was helpful.</i>	Completely agree or somewhat agree	89	85.6	97	85.8	50	87.7	37	94.9
	Neither agree nor disagree	4	3.9	5	4.4	3	5.3	2	5.1
	Completely disagree or somewhat disagree	8	7.7	7	6.2	3	5.3	0	0.0
	Do not know	3	2.9	4	3.5	1	1.8	0	0.0
<i>Woodrow Wilson was a safe place.</i>	Completely agree or somewhat agree	93	89.4	97	85.8	45	79.0	36	92.3
	Neither agree nor disagree	6	5.8	6	5.3	5	8.8	2	5.1
	Completely disagree or somewhat disagree	3	2.9	6	5.3	5	8.8	0	0.0
	Do not know	2	1.9	4	3.5	2	3.5	1	2.6
<i>I got what I needed quickly enough.</i>	Completely agree or somewhat agree	87	83.7	93	82.3	41	71.9	37	94.9
	Neither agree nor disagree	5	4.8	9	8.0	8	14.0	1	2.6
	Completely disagree or somewhat disagree	9	8.7	7	6.2	5	8.8	0	0.0
	Do not know	3	2.9	4	3.5	3	5.3	1	2.6
<i>Would you recommend WWRC to others?</i>	Completely agree or somewhat agree	80	76.9	92	81.4	42	73.7	37	94.9
	Neither agree nor disagree	8	5.4	7	6.2	7	12.3	0	0.0
	Completely disagree or somewhat disagree	5	4.8	7	6.2	5	8.8	1	2.6
	Do not know	9	8.7	7	6.2	3	5.3	1	2.6

Appendix H: *Consumer Satisfaction Survey Questions*

1	The purpose for my coming to WWRC was achieved.
2	The skills learned at WWRC will help me be successful in life.
3	I was involved in making choices about my program.
4	I understood what the staff was telling me.
5	The staff was helpful.
6	Woodrow Wilson was a safe place.
7	I got what I needed quickly enough.
8	Would you recommend WWRC to others?
9	Comments

## Appendix I: *Open Ended Comments*

In addition to questions that have response categories, the survey provided opportunities for open-ended comments. One hundred and eighty-nine out of two hundred and seventy-seven survey respondents (68%), included one or more narrative comments regarding their experience at Woodrow Wilson Rehabilitation Center. As shown in the table below, consumers most often presented a general comment (57%, n=133) regarding their stay at the center. It should be noted that 87% percent of all comments are from consumers that participated in the PERT program, which is approximately a 10-day program. This accounts for the large number of comments in the “other-general comment” category.

Examples of comments from consumers include:

- “The staff here are really cool and I wish that my school had great fun staff like this place. It was a pleasure being here and I enjoyed my stay... although there was a lot of drama.”
- “I think Woodrow Wilson is very fun when you get use to it. It helps allot on what you want to do when you get out of high school. I thank Woodrow Wilson for helping me on picking my career.”
- “I really enjoyed coming to WWRC. When I first came here I was very nervous because I didn't know anybody. Now have met lots of friends. I would recommend WWRC to anybody.”
- “I have learned many things while attending WWRC. I have also accomplished many things while i was here. I was able to do things for myself for once.”
- “My stay here was very delightful. I have met several new people who were friendly towards me and helped me with the rules here. The food here was also delightful.”
- “The time I spent here was great, I met new friends and learned more about being independent.”
- I enjoyed being here. It helped me get an idea of what I might be doing later on and I became much more social than I have been.
- “Need to try to get rid of the "drama" so students can learn better.” “Just stay out of the drama.”

**Table I-1:** *Consumer satisfaction survey feedback categories and sub-categories (comments)*

<b>Categories</b>	<b>Sub-Categories</b>	<b>N</b>	<b>%</b>
Vocational	Assessment/Evaluation, PERT, Staff, Instructors	22	9.4
Residential	Activities, Dorm related, Staff, Life Skills, Dining Services, Dorm Facilities	37	15.8
Counseling	Staff	3	1.3
Administration/WWRC	Staff, Admissions	28	12.0
Other	General comments, overall experience	133	56.8
Drama		11	4.7

## Appendix J: *FY2008 Focus Group Participant Characteristics*

### Focus Group Participant Service Shop

<b>Vocational Training Service Shop</b>	<b>N (40)</b>
Auto Mechanics	4
Business & Information Technologies	11
Building Trades	4
External Training Option	4
Food Service	3
Health Occupations	0
Materials Management	9
Drafting	2
Life Skills Program	3

### Focus Group Participant Demographics

	<b>N = 40</b>
<b>Age</b>	Mean age = 23
<b>Gender</b>	Male = 52.5% Female = 47.5%
<b>Race</b>	Caucasian = 60% African American = 35% Other = 5%

### Previous Program Participation

<b>WWRC Program</b>	<b>N</b>
Vocational Evaluation	23
PERT	12
Life Skills	20
Brain Injury	2

### Appendix K: WWRC Student Focus Group Questions

1	Was your admission to WWRC as fast as you wanted?
2	Did you understand the purpose of your coming to WWRC?
3	Thoughts (to include likes, dislikes, expectations) <ul style="list-style-type: none"> <li>• Staff in General, Instructors/training program, Counselors, Education Support Services, Drivers Ed.</li> <li>• Dorms, Recreational Opportunities, Student Health</li> <li>• Cafeteria (Dining Hall), Psychological Services, Medical Therapies, Chapel Services</li> </ul>
4	Looking back at your experiences at WWRC, would you come back if you had it to do over again? Why or why not?
5	Would you recommend WWRC to a friend or family member? Why or why not?
6	What suggestions do you have for staff and administration that would improve services you receive through WWRC?
7	Do you have any questions or additional comments that you would like to make?

#### Pilot Questions (Added for 6/26/08 focus group)

PQ1	Have you been in touch with your DRS counselor while at WWRC?
PQ2	What activities did you and your DRS counselor do before coming to WWRC?
PQ3	What are your plans for going to work?
PQ4	What support do you need from your DRS counselor after you complete your program at WWRC to help you get a job?
PQ5	What support do you think you need to be employed?

Appendix L: *Student Focus Group Major Themes, FY 2008*

