

# Application Pulse Survey

## Online Survey Instrument

Prepared for: Massachusetts Rehabilitation Commission

April 2023  
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## A. Imports

The following import variables must be added to start of program. These will pull information from the sample that are required for correct skip logic functionality and used in analysis.

- PIN
  - [OPEN TEXT]
- NAME
  - [OPEN TEXT]
- EMAIL
  - [OPEN TEXT]
- CR Status
  - [OPEN TEXT]
- HCAP
  - 0 not eligible
  - 1 eligible
- SHIP
  - 0 not eligible
  - 1 eligible
- SL
  - 0 not eligible
  - 1 eligible
- VR
  - 0 not eligible
  - 1 eligible
- ELIGIBLE
  - 0 not eligible
  - 1 eligible
- PROGRAM
  - [OPEN TEXT]
- MinRace
  - 1 Minority Race
  - 2 Non-minority Race

## B. Questions

### INTRODUCTION

Welcome to the Massachusetts Rehabilitation Commission (MRC) Application Experience Survey! We value your opinions and appreciate your participation.

This survey will ask you questions about the application process you are going through with MRC, called MRC Connect. As you may know, MRC has implemented a new application process called MRC Connect, with the goal of streamlining the application process, and allowing individuals to apply for multiple MRC Services with one application. The services you were seeking when you applied may have included vocational rehabilitation (employment services) and community living services (e.g., Statewide Head Injury Program, Supported Living, Homecare, and Chapter 688 ). By sharing information about your experiences with MRC, you are helping us to improve our services.

The answers you provide are confidential and will only be used in summary form. The survey is voluntary. You may choose not to participate at any time. The survey will take about 5 minutes to complete.

If you have questions or concerns, please contact Market Decisions Research project manager, Candace Walsh at [cwalsh@marketdecisions.com](mailto:cwalsh@marketdecisions.com). Thank you for your time and please click the arrow to begin.

### Q1

Overall, how satisfied were you with the MRC Connect application experience?

- 1 Very Satisfied
- 2 Satisfied
- 3 Neither Satisfied nor Dissatisfied
- 4 Dissatisfied
- 5 Very Dissatisfied
- 8 I don't know (**GO TO Q2**)
- 9 I prefer not to answer (**GO TO Q2**)

**ASK IF: Q1=1, 2, 3, 4, OR 5**

### Q1A

Why were you satisfied or dissatisfied with the MRC Connect application process?

*[OPEN-END ANSWER]*

- 98 I don't know
- 99 I prefer not to answer

### Q2

How strongly do you agree the application was easy to complete?

- 1 Strongly agree
- 2 Agree
- 3 Neither agree nor disagree
- 4 Disagree
- 5 Strongly disagree
- 8 I don't know (**GO TO Q3**)
- 9 I prefer not to answer (**GO TO Q3**)

**ASK IF Q2 = 1,2, 3, 4, OR 5**

### Q2A

What made the application difficult to complete?

*[OPEN-END ANSWER]*

- 98 I don't know
- 99 I prefer not to answer

### Q3

How strongly do you agree the application was clear and easy to understand?

- 1 Strongly agree
- 2 Agree
- 3 Neither agree nor disagree
- 4 Disagree
- 5 Strongly disagree
- 8 I don't know (**GO TO Q4**)
- 9 I prefer not to answer (**GO TO Q4**)

**ASK IF Q3 = 1,2, 3, 4, OR 5**

**Q3A**

What part of the application did you have difficulty with?

*[OPEN-END ANSWER]*

- 98 I don't know
- 99 I prefer not to answer

**Q4**

Did you encounter any problems during the application process?

- 1 Yes
- 2 No (**GO TO Q5**)
- 8 I don't know (**GO TO Q5**)
- 9 I prefer not to answer (**GO TO Q5**)

**ASK IF Q4 = 1**

**Q4A**

What problems did you experience during the application process?

*[OPEN-END ANSWER]*

- 98 I don't know
- 99 I prefer not to answer

**Q5**

Do you know support was available to help you complete the MRC Connect application?

Support includes filling out an online application with a support person, completing the application over the phone through the MRC Connect phone line, or having a paper application mailed to you.

- 1 Yes
- 2 No
- 8 I don't know

9 I prefer not to answer

#### Q6

How strongly do you agree that the staff who assisted you during the application process were knowledgeable and helpful?

This could include staff that answered your questions about the application, completed your intake eligibility interview, and otherwise supported you in finalizing your application for services.

- 1 Strongly agree (**GO TO Q7**)
- 2 Agree (**GO TO Q7**)
- 3 Neither agree nor disagree (**GO TO Q7**)
- 4 Disagree
- 5 Strongly disagree
- 8 I don't know (**GO TO Q7**)
- 9 I prefer not to answer (**GO TO Q7**)

**ASK IF Q6 = 4, OR 5**

#### Q6A

Why do you say staff was not knowledgeable and helpful?

*[OPEN-END ANSWER]*

98 I don't know

99 I prefer not to answer

#### Q7

How satisfied are you with the time it took staff to address your questions and concerns during the application for service process?

This could include staff that answered your questions about the application itself, staff who completed your intake eligibility interview, and otherwise supported you in finalizing your application for services.

- 1 Very Satisfied
- 2 Satisfied
- 3 Neither Satisfied nor Dissatisfied
- 4 Dissatisfied
- 5 Very Dissatisfied
- 8 I don't know (**GO TO Q8**)
- 9 I prefer not to answer (**GO TO Q8**)

**ASK IF Q7= 1,2, 3, 4, OR 5**

**Q7A**

Why do you say that?

*[OPEN-END ANSWER]*

98 I don't know

99 I prefer not to answer

**Q8**

Were you satisfied with the communication and follow-up from MRC staff during the application process?

1 Very Satisfied (**GO TO Q9**)

2 Satisfied (**GO TO Q9**)

3 Neither Satisfied nor Dissatisfied (**GO TO Q9**)

4 Dissatisfied

5 Very Dissatisfied

8 I don't know (**GO TO Q9**)

9 I prefer not to answer (**GO TO Q9**)

**ASK IF Q8 = 4, OR 5**

**Q8A**

Why weren't you satisfied with the communication and follow-up from MRC staff during the application process?

*[OPEN-END ANSWER]*

98 I don't know

99 I prefer not to answer

**Q9**

When you became eligible for services, were the next steps on what to expect made clear to you?

1 Yes

2 No

8 I don't know

9 I prefer not to answer

**Q10**

Did you receive clear information about the services and resources available to you through MRC?

- 1 Yes
- 2 No
- 8 I don't know
- 9 I prefer not to answer

**Q11**

Do you have additional comments or suggestions about the application and eligibility process to help MRC improve their services?

*[OPEN-END ANSWER]*

- 97 No
- 98 I don't know
- 99 I prefer not to answer not to answer

**THNX**

Thank you for completing the survey. We appreciate your time and input.