

The Massachusetts Rehabilitation Commission Consumer Satisfaction Survey

Welcome to the annual Consumer Satisfaction Survey of the Massachusetts Rehabilitation Commission (MRC). This survey will ask you about your satisfaction with the services you received through the MRC.

The information that you provide through this survey is very important to the work of the MRC and to the people the agency serves. Your feedback can let us know what is working well and what can be improved. This survey is completely voluntary, and your answers will be kept confidential.

Please take the time to complete this brief survey. Use the "Next" button at the bottom of the screen to get to the next page and the "Prev" button to return to the previous page. After you hit the "Done" button on the last page, you will not be able to access your responses.

If you require any technical assistance or accommodations to complete this survey, please contact the R&D department at 617-204-3818 or at RDSurvey@MassMail.State.MA.US.

Thank you.

Overall Satisfaction

1. How satisfied are you with the services that you received from the Massachusetts Rehabilitation Commission?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

2. Would you encourage others with disabilities to go to the Massachusetts Rehabilitation Commission for any employment or training services that they may need?

- ☐ Yes
- ☐ No
- ☐ Not Sure

3. How satisfied are you that the services you received through the Massachusetts Rehabilitation Commission have assisted you in becoming more independent?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

4. Are you currently employed (for any amount of hours or pay)?

- ☐ Yes
- ☐ No

Employment Information

The following questions regarding employment are completely voluntary. You can continue with the rest of the survey at any time by clicking the "Next" button below.

5. How satisfied are you with your current job?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

6. How satisfied are you that your current job matches the goals developed in your MRC employment plan?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

7. How many hours do you work per week? If it varies from week to week, please estimate the average amount of hours that you work on any given week.

- ☐ 1-2 hours per week
- ☐ 3 - 5 hours per week
- ☐ 6 - 10 hours per week
- ☐ 11- 15 hours per week
- ☐ 16 - 20 hours per week
- ☐ 21 - 25 hours per week
- ☐ 26 - 30 hours per week
- ☐ 31- 35 hours per week
- ☐ more than 35 hours per week

8. What is your current hourly wage? If your hourly wage changes, please estimate your overall average wage.

- ☐ \$11 an hour
- ☐ \$12 - \$14 an hour
- ☐ \$15 - \$17 an hour
- ☐ \$18 - \$21 an hour
- ☐ \$22 - \$28 an hour
- ☐ \$29 - \$36 an hour
- ☐ \$37 - \$46 an hour
- ☐ More than \$47 an hour

Satisfaction with Services

9. Please rate your level of satisfaction with each type of service that you received through the Massachusetts Rehabilitation Commission. If you did not receive a listed service, respond with "Not Applicable".

	Very satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied	Not Applicable
Counseling & Guidance Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job placement Services from MRC staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benefits Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Placement Services from an MRC service provider, such as any Competitive Integrated Employment Services (CIES) service providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-the-Job Supports or Supported Employment Services (to assist you in keeping your job)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On the Job Training at a job site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education Services (college or university costs or books and supplies)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills Training Services (such as interviewing, resume preparation or soft skills training)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job driven training programs (i.e.the MRC CVS Pharmacy Technician Training Program, Lowe's, Home Depot, Advance Auto Parts, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistive Technology (such as computer, home or vehicle modifications)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation Services (including train passes, the RIDE, Charlie Cards, and the donated car program)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Very satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied	Not Applicable
Reader Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interpreter Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Attendant Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tools, equipment, or uniforms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information and Referral Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summer Internships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pre-ETS Services such as: Work Based Learning Experiences (i.e. Job internship) Work Readiness Training (i.e. Soft skills training), Self- Advocacy/Mentoring, Counseling on enrollment in Post- Secondary Training Programs, Job exploration/ Job shadowing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Satisfaction with Services (continued)

10. How satisfied were you that you received adequate information regarding the range of services available to you through the Massachusetts Rehabilitation Commission?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

11. Were you made aware of the new MRC Consumer Handbook that is now available online?

- ☐ Yes
- ☐ No
- ☐ Not Sure

12. If you received services from a service provider that worked with the MRC to assist you with job placement or training (such as Community Enterprises, Goodwill, or Easter Seals, for example) how satisfied were you with these services?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied
- ☐ I did not receive services from any MRC affiliated service providers

Service Providers

13. Please list the names of any MRC affiliated service providers that you received services from.

1

2

3

Satisfaction with Services (continued)

14. How satisfied were you with the ability of the Massachusetts Rehabilitation Commission to identify your interests, strengths, and employment goals?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

15. How satisfied were you with the employment plan that you and your counselor developed to meet your employment goals?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

16. How satisfied were you with your level of participation in the development of your employment plan?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

17. How satisfied were you with the kinds of job leads you received through the Massachusetts Rehabilitation Commission?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

18. How satisfied were you with the number of job interviews you received through the Massachusetts Rehabilitation Commission?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

19. How satisfied were you with the promptness of the services you received through the Massachusetts Rehabilitation Commission?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Somewhat Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

Comments and Suggestions

20. What were you least satisfied with in your experience with the Massachusetts Rehabilitation Commission?

21. What were you most satisfied with in your experience with the Massachusetts Rehabilitation Commission?

22. Please provide any additional comments you may have regarding your satisfaction with the Massachusetts Rehabilitation Commission.

23. Would you be interested in joining the MRC Satisfaction Committee?

☐ Yes

☐ No

24. Please enter your contact information below if you would like to become a member of the Satisfaction Committee:

Name

Email Address

**Phone Number
(Optional):**