



DEC Stakeholder
Satisfaction Survey Results

School Year 2014-2015
(Survey conducted May 2015)

Methodology

Support Incorporated believes stakeholder satisfaction is essential to effective community collaboration and delivery of clinical services.

Satisfaction surveys are designed to be quickly completed by our community stakeholders.

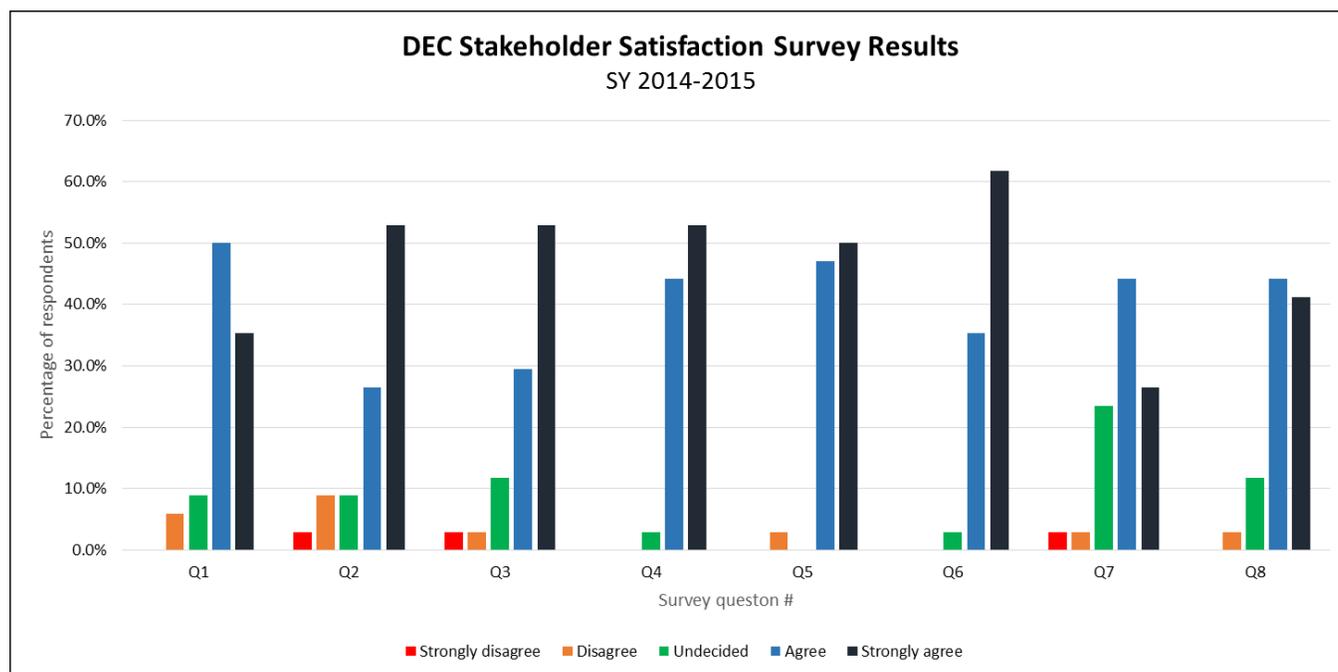
Survey questions are in the form of statements to which the stakeholders are asked to rate their agreement. The rating scheme is a 5 item Likert scale ranging from "Strongly disagree" to "Strongly agree."

Stakeholder satisfaction surveys are distributed via e-mail. Stakeholders are asked to complete the survey through our web-based system. After data is collected and analyzed, the Quality Improvement Committee discusses the results.

Subsequently, Quality Improvement staff members provide feedback to stakeholders about upcoming improvements to our services that are based on survey responses.

Results & Analysis

Responses from 34 stakeholders were collected.



| # | Survey question | Average rating (1 is lowest, 5 is highest) | |
|----|--|---|----------|
| | | SY 13-14 | SY 14-15 |
| Q1 | Student Specific Assistant's (SSA) client(s) made improvement during the time that SSA(s) worked with her/him. | 4.2 | 4.1 |
| Q2 | You would be excited to have the same SSA(s) back at your location next school year. | 4.3 | 4.2 |
| Q3 | SSA(s) positively represented Support, Inc. to those with whom s/he worked. | 4.4 | 4.3 |
| Q4 | SSA(s) dressed appropriately and professionally for her/his job. | 4.5 | 4.5 |
| Q5 | SSA(s) maintained good communication with the school team. | 4.1 | 4.4 |
| Q6 | SSA(s) was reliable and dependable throughout the school year. | 4.4 | 4.6 |
| Q7 | Substitute SSAs provided quality services and assistance when assigned SSA was absent. | 3.9 | 3.9 |
| Q8 | Support, Inc. supervisors and supportive staff were responsive to needs as they arose. | 4.1 | 4.2 |

Analysis:

- Overall, DEC stakeholders were very satisfied with the performance of SSAs across school year 2014-2015
- One stakeholder responded with consistently low ratings because the SSA with whom s/he worked seemed to form a friendship with the client rather than a therapeutic relationship
- Moderate indecision about the performance of substitute SSAs

Trending concerns and suggestions for improvement:

No trending concerns or suggestions for improvement.

Trending praise of strengths:

Assigned SSAs are professional, dependable, have effective behavior management skills, and work well with students according to their specific needs.

"I have been fortunate to observe not just the one-on-one in my classroom, but other one-on-ones in my school throughout the year. I have been very impressed with each of the employees and subs affiliated with Support, Inc. This service makes our jobs as educators possible. We appreciate each of the employees professionalism, talent, and expertise in helping engage students with additional support needs during lessons and throughout the school day activities."