



## Stakeholder Satisfaction Survey

### Summary Report

by

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June 2014

**SURVEY ADMINISTRATION.** The Stakeholder Satisfaction Survey was developed and administered using an on-line survey tool, Survey Monkey. The survey administrator was Brenda Rohren. The survey opened at 7:45 p.m. on Thursday, June 26, 2014 and closed at 5:00 p.m. on Friday, July 11, 2014. Stakeholders were asked to participate in the survey via an e-mail which was initially sent on June 26 and a reminder e-mail sent on July 8.

**RESPONSE RATES.** The response rate was 58% (i.e., 7 of 12). The specific breakdown is as follows:

- **Business Coaches:** 0% (i.e., 0 of 1)
- **Referral Sources:** 57% (i.e., 4 of 7)
- **Vendors / Technical Support:** 75% (i.e., 3 of 4)

**SUMMARY OF RESPONSES.** A 5-point Likert scale was used for all questions (strongly disagree, disagree, neutral, agree, and strongly agree). The satisfaction ratings indicated below are for the percentage of individuals who responded either “Agree” or “Strongly Agree” to the questions. Questions were asked regarding accessibility in the areas of Architectural, Environment, Attitudes, Transportation. (Finances, Employment, Communication, and Community Integration were not addressed in this survey.) Cultural diversity questions were also asked. Responses that were marked as “N/A” were not used for statistical analysis.

- **Communication.** Satisfaction on the 4 questions was 100% on all questions, with an average of 100% satisfaction.
  - Areas for improvement: None identified at the present time; all responses were Strongly Agree.
- **Accessibility.** Satisfaction on the 6 questions ranged from 90% to 100%, with an average of 93% satisfaction.
  - Areas for improvement: The lowest levels of satisfaction (Neutral, Disagree, or Strongly Disagree) were for: 1) the BHR offices are conveniently located (Neutral); 2) the building, offices, and restrooms are clean and well maintained (Neutral); 3) the building and offices are accessible to persons with disabilities (Neutral); and 4) adequate exterior and interior signs that direct individuals to the BHR offices (Neutral).
- **Cultural Competency.** Satisfaction on the 4 questions ranged from 67% to 100%, with an average of 85% satisfaction.
  - Areas for improvement: The lowest levels of satisfaction (Neutral, Disagree, or Strongly Disagree) were for: 1) culturally sensitive services are provided (Neutral); 2) the physical environment is warm and

inviting to individuals of diverse cultures and disabilities (Neutral); and 3) the attitudes of BHR staff are warm and welcoming to individuals of diverse backgrounds and disabilities (Neutral).

#### **Business Coaches:**

- **Engagement in the Coaching Process.** Satisfaction on the 4 questions was not able to be determined as the Business Coach did not complete the survey.
  - Areas for improvement: None identified at the present time.

#### **Referral Sources:**

- **Efficiency and Effectiveness of Services.** Satisfaction on the 3 questions was 100%, with an average of 100% satisfaction.
  - Areas for improvement: None identified at the present time; all responses were Strongly Agree.
- **Confidentiality.** Satisfaction on the 3 questions was 100%, with an average of 100% satisfaction.
  - Areas for improvement: None identified at the present time; all responses were Strongly Agree.

#### **Vendors / Technical Support:**

- **Requests for Services and Payment.** Satisfaction on the 2 questions was 100%, with an average of 100% satisfaction.
  - Areas for improvement: None identified at the present time.

#### **Miscellaneous Comments:**

- "I have not been to the BHR office."

#### **RECOMMENDATIONS:**

1. The BHR offices will move to the Corporate Centre office park on July 18, 2014. This is a medical and professional building that has improved internal and external signage, parking, and accessibility. Additional pictures representing people of diverse cultures and disabilities will be added to the website and promotional materials and related signage, pictures, and posters in the BHR offices.
2. Communicate the results of this satisfaction survey to all clients, personnel, and other stakeholders.
3. When changes are made that directly relate to the outcome of this satisfaction survey, communicate this to clients, personnel, and other stakeholders.
4. Re-administer the Stakeholder Satisfaction Survey in December 2014.
5. Add selected targets to the Strategic Plan, Accessibility Plan, Cultural Competency and Diversity Plan, and/or Performance Analysis and Improvement Plan from the results of this satisfaction survey using identified benchmarks and identify priorities.

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**Attachments:** 1) BHR Stakeholder Satisfaction Survey of June 2014 (PDF document of 10 pages with 8 questions, responses with percentages, and comments)  
2) BHR Stakeholder Satisfaction Survey Questions of June 2014 (PDF document of 9 pages)

**References:** 1) CARF 2013 BH Standards Manual, sections 1.C.2, 1.D, 1.L., 1.M., 1.N