

**ILAP Clients  
Satisfaction Survey Results – November 2024**

ILAP clients were asked to complete a satisfaction survey in July 2024. The survey had 22 items of which two were open ended questions. There were 8 clients, out of 32 total clients, who completed the survey and the summary of the responses is presented below.

**Survey question: How did you hear about us?**

**Responses:** 63% (n=5) indicated specialist or eye doctor, and 38% (n=3) indicated social primary care physician.

**Survey question:** how has the program help your improve in the following areas? (Scale of 1 to 5 with 5 being the highest)

**Responses:** Personal Management. Average rating: 5.0 (n=6)

**Responses:** Home Management Training. Average rating: 5.0 (n=6)

**Responses:** Braille Management. Average rating: 5.0 (n=2)

**Responses:** Communication Training. Average rating: 5.0 (n=6)

**Responses:** Computer Literacy. Average rating: 5.0 (n=5)

**Responses:** English (ESOL). No responses.

**Responses:** Mobility and Orientation. Average rating: 5.0 (n=2)

**Responses:** Case Management. Average rating: 5.0 (n=7)

**Responses:** Low Vision Services. Average rating: 5.0 (n=7)

**Responses:** Support Groups. Average rating: 5.0 (n=2)

**Responses:** SGA. Average rating: 5.0 (n=2)

**Responses:** Transportation Services. Average rating: 5.0 (n=4)

**Survey question:** Do you agree or disagree with the statement “Social Workers treated me with respect”. (Scale of 1 to 5 with 5 being the highest)

**Responses:** Average rating: 5.0 (n=8)

**Survey question:** Do you agree or disagree with the statement “Instructors were prepared and knowledgeable”. (Scale of 1 to 5 with 5 being the highest)

**Responses:** Average rating: 5.0 (n=8)

**Survey question:** Do you agree or disagree with the statement “Program helped me feel more independent”. (Scale of 1 to 5 with 5 being the highest)

**Responses:** Average rating: 5.0 (n=8)

**Survey question:** Do you agree or disagree with the statement “I would recommend the Lighthouse”.

**Responses:** Average rating: 5.0 (n=8)

**Survey question:** Do you feel you are in greater control and more confident in your ability to maintain, retain, or regain gainful employment? (Yes=1, No=0)

**Responses:** 100% of the respondents selected “Yes”. (n=8)

**Survey question:** Were you involved in the development and implementation of your Instructional Strategy? (Yes=1, No=0)

**Responses:** 100% of the respondents selected “Yes”. (n=8)

**Survey question:** Where services provided at a pace that met your needs? (Yes=1, No=0)

**Responses:** 100% of the respondents selected "Yes". (n=8)