

SGA Satisfaction Survey

November 2024

Between June and August 2024 there were 87 SGA participants who completed a survey rating 8 questions using a scale of 1-5, with 5 being the highest rating. The responses were captured below:

- 97% agreed or strongly agreed that “I feel I have been making progress”
- 96% agreed or strongly agreed that “I find the staff to be helpful”
- 98% agreed or strongly agreed that “The building, equipment and supplies...”
- 99% agreed or strongly agreed that “Overall, I enjoy and benefit from my...”
- 97% agreed or strongly agreed that “I feel more confident in my ability”
- 96% agreed or strongly agreed that “I feel comfortable and involved”
- 97% agreed or strongly agreed that “My participation in SGA helps me to...”
- 100% agreed or strongly agreed that “I would recommend the program to others”

The last survey item was an open-ended question soliciting feedback from the clients. Below are the comments that the participants shared:

- I love the SGA program and love spending time here with my fellow classmates.
- Very introvert. Has too much leisure time where she feels there are not many people or things to do (especially Fridays) 2 hours back-to-back.
- She enjoys being entertained in SGA.
- Lighthouse is amazing, it has become a second home. Loves it in SGA.
- Thankful for the opportunities.
- The staff in the art class great and we learn and they make us feel like family.
- I love coming to SGA.
- Me gusta este programa muchísimo. (I like this program very much)
- I enjoy art class.
- SGA is a blessing of a program. Blessed to be here.
- Appreciates the Lighthouse for everything they have done for her.
- Amazing program to not feel lonely and stay social and build bonds and friendships.
- Very happy with the program and help from the teachers.
- Really likes the program and says everyone should experience it.
- I love being in SGA all the time.
- SGA is a great program for all people.
- They are very good teachers, always willing to help, especially with the blind staff.
- Feels the program could be better.
- I am very happy to be here.
- Very happy to be at the Lighthouse.
- Una ayuda muy grande para las personas incapacitadas. (A big help for people with disabilities)
- No me gusta el almuerzo o la comida, pero me gusta el resto del programa de SGA. (I don't like the lunch or the food, but I like the rest of the SGA program).
- I had to move away but I love and cherish Lighthouse.

- Necesitamos más actividades, como paseos, ir a nadar o a los parques. (We need more activities like field trips, go swimming or to the parks).
- The transportation was the only reason she left the program but overall was very happy.
- Everything is amazing
- Feels very happy and involved.
- Very happy to be at the Lighthouse and grateful for the staff.
- She has learned a lot to help her since 2006. She says she's very thankful to be a part of Miami Lighthouse.
- The program is a good way to help visually disabled people be independent.
- He left because he needed extra help that required bills and needed to go back to work to survive.
- I love this program. It has helped me mentally.
- Asks for more group involvement.
- I love Lighthouse and SGA.
- Staff to be a bit clearer with directions. Communication can be better as well as participation.
- I want to come to SGA every day, it is amazing.
- I enjoy my time here.
- Happy to be back in SGA.
- The staff is overwhelmed. There needs to be more basic expectation of manners with other clients.