



T S B V I

TSBVI REPORT OF CUSTOMER SERVICE

DEVELOPED AS PART OF THE AGENCY STRATEGIC PLAN PLANNING PROCESS

June 1, 2008

William Daugherty, Superintendent

TEXAS SCHOOL FOR THE BLIND AND VISUALLY IMPAIRED REPORT OF CUSTOMER SERVICE

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❁ Inventory of External Customers Served by Strategy

STRATEGY 1.1.1 – CLASSROOM INSTRUCTION: Provide a well-balanced curriculum which includes disability-specific skills and which meets either State Board of Education requirements for regular education or individual education plan (IEP) goals. Provide instruction in academic/functional, vocational, and orientation and mobility skills and promote the successful transition of students to local schools, community placements, work or further education.

Customers include:

- Students enrolled in classes at TSBVI during the regular school year,
- Parents or guardians of students attending these classes, and
- Local school districts referring students to TSBVI.

Services provided include:

- Elementary and secondary education provided to students according to individualized education plans (IEPs).

STRATEGY 1.1.2 – RESIDENTIAL PROGRAM: Conduct residential programming that provides instruction in independent living skills and social skills.

Customers include:

- Students housed in residential dormitories on the campus during the regular school year,
- Parents or guardians of students enrolled in the residential program, and
- Local school districts referring students to TSBVI.

Services provided include:

- Residential program provides instruction in daily living skills, life-long leisure skills (recreation program), after-school and overnight supervision.

STRATEGY 1.1.3 – SUMMER AND SHORT PROGRAMS: Provide a variety of instructional and residential Special Programs including summer enrichment and short-term programs designed to meet the educational needs of students with visual impairments. Curriculum will be provided in the following content areas: (a) compensatory academic skills, including communication modes; (b) social interaction skills; (c) recreation and leisure skills; (d) use of assistive technology; (e) orientation and mobility; (f) independent living skills; (g) career education; and (h) visual efficiency skills.

Customers include:

- Students enrolled in summer program and short-term program classes,
- Parents or guardians of students attending these classes, and
- Local school districts who serve the students during the regular school year.

Services provided include:

- A variety of short-term instructional and enrichment programs designed to address the educational and social needs of students with visual impairments that attend their local public school programs during the regular school year, and
- Residential program provides instruction in daily living skills, life-long leisure skills, and after-school and overnight supervision.

STRATEGY 1.1.4 – RELATED AND SUPPORT SERVICES: Provide related and support services during the regular school year and short-term Special Programs that support the instruction of students attending TSBVI.

Customers include:

- Students receiving any related or support services at TSBVI during the regular school year, short-term or summer programs,
- Parents or guardians of students receiving these services, and
- Local school districts that refer students to TSBVI for any regular school year, summer, or short-term programs.

Services provided include:

- Related services that support students in acquiring the knowledge and skills established in their IEPs (e.g. counseling, orientation and mobility instruction, occupational and physical therapy, speech-language therapy, etc.),
- School health services that assist students with their medical regimens, treat minor illnesses and injuries, and monitor students' physical health,
- Instructional support services such as curriculum development and library services, and
- Residential support services such as recreation, transportation, and food services.

STRATEGY 2.1.1 – TECHNICAL ASSISTANCE: Provide technical assistance and information and referral services for families of and programs serving children with visual impairments and children with deaf-blindness through pre-service, inservice and family services programs.

Customers include:

- Parents of students who have visual impairments throughout the State of Texas, and
- Professionals and paraprofessionals serving these students throughout the State.

Services provided include:

- On-site consultation and technical assistance to parents, local districts, early childhood intervention programs, and regional education service centers for children who are served in local educational programs.
- Services to parents including newsletters, web family discussion room, home visits and workshops statewide.
- Statewide staff development for professionals serving students with visual impairments or deafblindness,
- Collaboration with an advisory group to implement a model for professional preparation in Texas,
- Assistance to families, local school districts, and other agencies in transition planning for deafblind students,

- Quality Programs for Students with Visual Impairments (QPVI) – a collaborative process for self-evaluation of district-wide programming for students with visual impairments,
- Technology Loan Program to provide specialized equipment and software to students throughout Texas on a short-term basis,
- Management of equipment and materials from the American Printing House for the Blind (APH) for students statewide, and
- An annual registration of all students in the State with visual impairments.

❁ Description of Information-Gathering Techniques to Measure Customer Satisfaction

Surveys of Customer Satisfaction:

➤ **Regular School Year Survey** – This survey instrument is mailed to (1) parents of students who are enrolled in Comprehensive Programs in the current school year and who are not on evaluation status, (2) to the local districts referring those students to TSBVI and (3) to those students in middle school or high school programs who are cognitively capable of completing the survey. Surveys are mailed in either the fall or spring and consist of a rating scale on which respondents indicate their degree of satisfaction with the student's progress in specific skill areas.

Surveys are returned to TSBVI generally from November through June. Data are compiled during the summer months and reported in the Annual Performance Report following the fourth quarter of the fiscal year. The response rate is generally good; 113 students were included in the 2006-2007 school year survey. Approximately 39% of local school districts, 27% of parents, and 67% of the students who received surveys participated in the survey process.

➤ **Transitioned Student Survey** – This survey is mailed to parents and to the local districts of students who have transitioned from TSBVI back to the local district. The survey is mailed in the school year following the transition. Respondents are asked to rate their satisfaction with (1) TSBVI's help with identifying adaptations and modifications needed in order for the student to return to local school district, (2) skills the student learned in order to return to the local district, (3) assistance given local district staff in order to teach the returning student, (4) the degree to which TSBVI addressed the student's reason for referral to the School, and (5) whether follow-up services are needed by TSBVI's Outreach Department. The performance measure in the Agency Strategic Plan related to a survey question on how satisfied parents and local districts are with TSBVI's having met the initial reason for referral was deleted beginning in fiscal year 2006.

The number of surveys mailed out each year is low. In the 2006-2007 school year, surveys were mailed out for 24 students who transitioned in the 2005-2006 school year. Of these 24 transitioned students, 7 local school districts (29%) and 4 parents (17%) responded to the survey. Because of the low number of survey participants, percentages related to satisfaction can be greatly skewed by the answers given by one respondent.

➤ **Summer School Program Survey** – A survey to measure satisfaction with students' experiences during TSBVI's summer programs is mailed each August to parents whose children were enrolled in the programs. Beginning with the summer 2007 programs, parents had the option to complete an online survey instead. Teachers of visually impaired students who attended summer programs received an electronic notification that they could complete an online survey. The survey consists of a rating instrument on which respondents rate their satisfaction with improvement in specific skills areas and overall satisfaction with the summer school learning experience. Respondents are also asked to state whether the summer school application was easy to complete and whether communications with staff were helpful and satisfactory. A comment section is provided to make suggestions for changes and to provide any other comments or explanations.

Surveys are generally returned in the fall and data is reported in the Annual Performance Report after the fourth quarter of the fiscal year. Of the 308 students who attended the summer programs in 2007, 75 (24%) of their local district personnel and 64 (21%) of their parents responded to the survey.

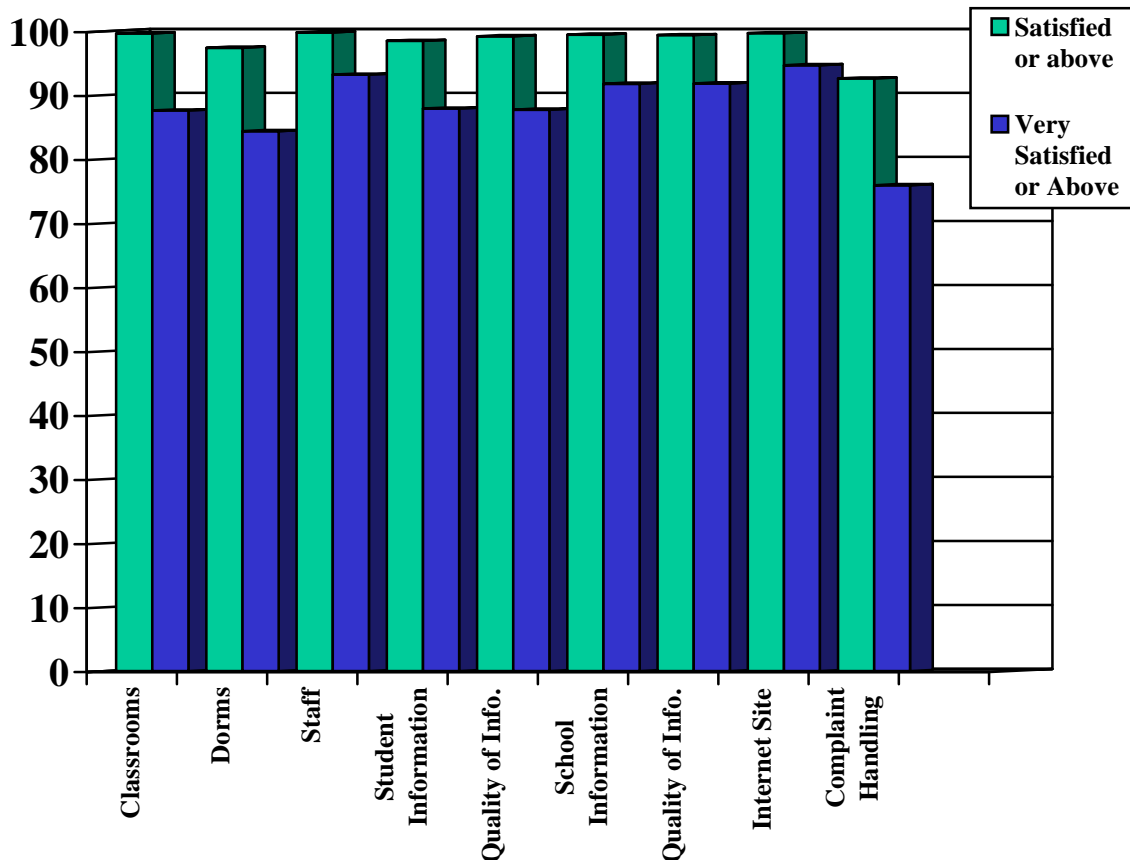
- **Graduate Survey** – The graduate survey is conducted through phone interviews with students who graduated from TSBVI in the previous five years. The student, parents, or other caretakers are asked to provide information about the graduate's current living conditions, including housing, employment, enrollment in post-secondary education or training, volunteer work, and other activities in the community. Respondents are asked for their comments about how well TSBVI prepared the student for the life he or she is living, and for any other comments about the School's past services to the student. In the survey conducted in the summer of 2007, of the 69 individuals whom the School attempted to contact who graduated from TSBVI from the 2001-2002 school year through the 2005-2006 school year, 53 graduates, parents, and/or caregivers were interviewed (77% response rate).
- **Short-Term Program Survey** – This program was initiated in the winter of 2000; 146 students participated in the 2006-07 school year. Surveys are mailed to parents and local school districts by the Short-term Program principal's office following each program. Individual oral interviews are conducted with a sample of middle and high school students at the end of selected programs. Local school districts, parents, and students are asked to indicate their satisfaction with the instructional experience, to rate TSBVI's efforts to assist the child with homework, and how beneficial the learning obtained at TSBVI was to continued learning in the local district. Of the 146 students who attended the 2006-2007 short-term classes, 107 (73%) of their local school district personnel, 60 (41%) of their parents, and 3 students participated in the survey process.
- **Outreach Workshop Survey** – A survey is distributed to all participants at the conclusion of the workshops presented or sponsored by Outreach staff. Participants are asked to rate their acquisition of new knowledge and skills as a result of the training sessions, satisfaction with the workshop, and other questions that vary depending upon the specific workshop. Of the 6,375 participants attending Outreach workshops in 2006-07, 1,386 surveys were returned that addressed the performance measures in TSBVI's Agency Strategic Plan, a 22% response rate.
- **Outreach On-Site Visit Survey** – The on-site survey is mailed to school districts after the School's Outreach staff has conducted training or consultation at the local level. Respondents are asked to rate their satisfaction with their acquisition of knowledge and skills, the effectiveness of TSBVI in addressing the reason for the on-site visit, to state whether there has been a positive change for the student, staff or family as a result of the on-site visit, and to describe the positive change. Of the 111 on-site visits conducted by Outreach staff in 2006-07, 21 surveys were returned, a 19% response rate.
- **Outreach Technology Loan Program Survey** – This survey is conducted every spring with local schools that have used technology loan equipment provided by TSBVI. Respondents are asked to rate their satisfaction with how the program improves the instruction of children, access to resources, and parenting strategies, whether schools received equipment in a timely manner, whether on-site technical assistance was useful, and whether the Technology Loan Program helped the school district in evaluating whether the equipment was appropriate for the student. In 2006-2007, 16 surveys were sent out and 7 returned, a 44% response rate.

- **American Printing House for the Blind (APH) Instructional Materials Center Survey** – The School operates a statewide instructional materials center that provides APH supplies for visually impaired students through local school districts and Education Service Centers (ESCs). Instructional materials are shipped from Austin or directly from the APH center in Kentucky. A written survey is sent to all special education programs in the State and to Education Service Centers each summer to determine whether materials were provided in a timely manner, were complete, and were in good working order. Some of the items in the survey relate to the quality of the items and services provided by the APH, and these survey items are forwarded to the APH Center in Kentucky. Approximately 500 surveys were mailed in 2007 with an approximate 70% response rate.

- **See/Hear Newsletter Survey** – A written survey is included in the summer edition of the “See/Hear” Newsletter that is co-produced by TSBVI and the Texas Department of Assistive and Rehabilitative Services – Division for Blind Services. “See/Hear” is mailed to parents and professionals in Texas, and is also available on TSBVI’s web site. This survey asks for ratings on the usefulness of the newsletter, the ways in which it is useful and for suggestions for future articles or topics. The survey includes questions on information or training activities associated with Outreach services that were accessed in the past year, the impact of these activities on the child or student, and the kind of information or training that would be useful in the future. In the last survey conducted in the summer of 2006, 27 of the 5,000+ subscribers to the newsletter responded to the survey, an approximate .5% response rate.

Percent of Customer Satisfaction with Statutory Customer Service Quality Elements in 2006-2007

- **Classroom Safety, Attractiveness, Accessibility:**
99.66% satisfied or above, 87.58% very satisfied or above
- **Dorm Safety, Attractiveness, Accessibility:**
97.39% satisfied or above, 84.36% very satisfied or above
- **Staff Knowledge, Professionalism, Courtesy:**
99.81% satisfied or above, 93.19% very satisfied or above
- **Timeliness of Receipt of Student Information:**
98.48% satisfied or above, 87.88% very satisfied or above
- **Quality of Student Information:**
99.20% satisfied or above, 87.70% very satisfied or above
- **Timeliness of Receipt of School Information:**
99.45% satisfied or above, 91.76% very satisfied or above
- **Quality of School Information:**
99.37% satisfied or above, 91.80% very satisfied or above
- **Quality of Internet Site:**
99.68% satisfied or above, 94.65% very satisfied or above
- **Timeliness and Handling of Complaints:**
92.59% satisfied or above, 75.93% very satisfied or above



✿✿ Analysis of Findings Regarding Surveys

TSBVI has been assessing customer satisfaction for the last several years in the areas of programs and services, student progress, and student learning and experiences. TSBVI uses a rating scale from 1-5 with 3 denoted as “satisfactory” as the method for calculating the average number of satisfied customers in each program area. Generally, the rate of satisfaction has been very high, resulting in the Legislative Budget Board recommending that, for many of the surveys, the School instead report the percent of customers who rate the School’s services students’ experiences as “very satisfactory” or above.

TSBVI has performed extremely well in the agency’s nine outcome measures that are related to the seven statutorily required customer service quality elements developed for all state agencies (i.e., facilities, staff, communications, Internet sites, complaint-handling processes, service timelines, and printed information). In fiscal year 2007, customers were most pleased with TSBVI staff, the School’s Internet site, and TSBVI classrooms followed by the quality and timeliness of information regarding TSBVI’s programs and services. Rated very slightly lower were satisfaction with the quality and timeliness of student information and satisfaction with the School’s dormitories. The majority of customers (93%) who made complaints to TSBVI were satisfied with the handling of their complaints.

The School used the results of the surveys to:

1. identify areas of instruction requiring additional emphasis to enhance student learning.
2. determine content for Special programs ,both short- term and summer.
3. revise survey methods and devices to improve the usefulness of the information acquired.

✿✿ Customer-related Performance Measures – Statutorily Required Elements

Performance Measure (Statewide Standard Measures)	Performance in FY 2003	Performance in FY 2005	Performance in FY 2007	Estimated Performance FY 2008
Percent of TSBVI customers rating as satisfactory or above the safety, attractiveness, accessibility, and how well classrooms are equipped to promote learning	97%	97%	99.7%	99%
Percent of TSBVI customers rating as satisfactory or above the safety, attractiveness, accessibility, and furnishings of the dormitories to promote learning	93%	96%	97%	97%
Percent of TSBVI customers rating as satisfactory or above the knowledge, professionalism, and courteousness of TSBVI staff	99%	99.6%	99.8%	99%
Percent of TSBVI customers rating as satisfactory or above the timeliness of receipt of student information	98%	98%	98%	98%

Performance Measure (Statewide Standard Measures)	Performance in FY 2003	Performance in FY 2005	Performance in FY 2007	Estimated Performance FY 2008
Percent of TSBVI customers rating as satisfactory or above the informativeness and understandability of student information	98%	98%	99%	99%
Percent of TSBVI customers rating as satisfactory or above the timeliness of receipt of information about the School's programs and services	97%	99.8%	99.5%	99%
Percent of TSBVI customers rating as satisfactory or above the informativeness and understandability of information about the School's programs and services	98%	99%	99%	99%
Percent of TSBVI customers rating as satisfactory or above the information found in TSBVI's internet site	99%	99.6%	99.7%	99%
Percent of TSBVI complainants rating as satisfactory or above the timeliness and handling of their complaint	87%	65%	93%	93%

❁ Customer-related Performance Measures – Agency Strategic Plan Outcome Measures

In the seven customer service outcome measures from the School's Agency Strategic Plan for fiscal years 2007-2011, the School met or exceeded six of its projections for FY 2007

(1) parent, local school district and student satisfaction with student progress in the regular school year; (2) parent, local school district and student satisfaction with short-term programs; (3) local school district satisfaction with summer programs; (4) parent satisfaction with their child's summer program; (5) parent, professional and paraprofessional satisfaction with Outreach Program on-site visits or workshops; and (6) agreement that there was a positive change for the student, staff or family as a result of an Outreach on-site.

One measure related to parent, professional, and paraprofessional satisfaction with improvement in knowledge and skills as a result of Outreach products or services fell slightly below the School's projection but within the accepted 5% variance rate set by the Legislative Budget Board.

Outcome Measure (Agency-Specific Measures)	Performance in FY 2005	Performance in FY 2006	Performance in FY 2007	Estimated Performance FY 2008
Percent of Responding LEAs, Parents and Students Rating the Students' Progress During the Regular School Year as Very Satisfactory or Above	62%	64%	66%	95%* Standard changed to "satisfactory" in FY 2008

Outcome Measure (Agency-Specific Measures)	Performance in FY 2005	Performance in FY 2006	Performance in FY 2007	Estimated Performance FY 2008
Percent of Responding LEAs, Parents, and Students Rating the Students' Experiences in the Short-term Programs as Very Satisfactory or Above	96%	95%	96%	90%
Percent of Students Whose Responding Local School Districts Rated their Learning Experience at Summer School as Very Satisfactory or Above	87%	93%	92%	85%
Percent of Students Whose Responding Parents Rated their Learning Experience at Summer School as Very Satisfactory or Above	84%	91%	94%	80%
Percent of Families, Professionals, and Paraprofessionals Rating as Very Satisfactory or Above the Improvement in their Knowledge and Skills as a Result of the Services or Products Received from TSBVI	88%	84%	83%	85%
Percent of Families, Professionals, and Paraprofessionals Rating as Very Satisfactory or Above the Effectiveness of the On-Site Visit/Workshop	91%	87%	86%	85%
Percent of Families, Professionals and Paraprofessionals Agreeing that there was a Positive Change for the Student, Staff or Family as a Result of the On-Site Visit	86%	88%	90%	90%

❖ Customer-Related Output, Efficiency, and Explanatory Measures

Output Measures	PERFORMANCE IN FY 2005	PERFORMANCE IN FY 2007
Number of Customers Surveyed: <ul style="list-style-type: none"> • Outreach workshop participants 6,375 • Comprehensive Program students' parents and LEAs 302 • Short-term Program students' parents and LEAs 292 • Summer Program students' parents and LEAs 616 • Transitioned students' parents and LEAs 48 • On-site technical assistance customers 111 • Texas SenseAbilities Newsletter subscribers 5,214 • APH Instructional Materials customers 735 • Technology Loan Program customers 14 • TSBVI graduates 69 	11,602	13,776
Number of Customers Served: <ul style="list-style-type: none"> Students - direct 605 Students - indirectly 7,362 LEAs with VI students 735 Education Service Centers 20 Families of 7,765 students 7,967 VI & O & M teachers 751 Teachers-in-training 50 University teacher prep programs 2 	17,249	17,492
Efficiency Measures	PERFORMANCE IN FY 2005	PERFORMANCE IN FY 2007
Cost per Customer Surveyed (<i>includes copies, postage, telephone calls & time of staff</i>)	Unable to calculate due to diversity of survey methods	
Explanatory Measures	PERFORMANCE IN FY 2005	PERFORMANCE IN FY 2007
Number of Statewide Customers Identified (FY 2007): <i>7,967 VI school-age students (0-22 years)</i> <i>735 LEAs w/VI students registered</i> <i>20 Education Service Centers</i> <i>7,967 Families of students</i> <i>751 VI & O & M teachers</i> <i>50 VI teachers-in-training</i> <i>2 University teacher preparation programs</i>	17,249	17,492

Explanatory Measures	PERFORMANCE IN FY 2005	PERFORMANCE IN FY 2007
Number of Customer Groups Inventoried	7 – <i>students, parents, local school districts, Education Service Centers, professionals and paraprofessionals serving visually impaired students, teachers in training, and national, statewide, & local organizations of and for persons with visual impairments..</i>	5 - <i>students, parents, local school districts, Education Service Centers, and professionals and paraprofessionals serving visually impaired students.</i>