

Transition Consumer Satisfaction Survey: Youth

Vermont Department of Disabilities, Aging,
and Independent Living (DAIL):
Division of Vocational Rehabilitation
(DVR)

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Methodology Synopsis

Objectives Measure school and partner agency satisfaction with DVR services

Sample 639

Data Collection Data collection occurred from May 26th to July 27th

Survey Online and Text Messaging

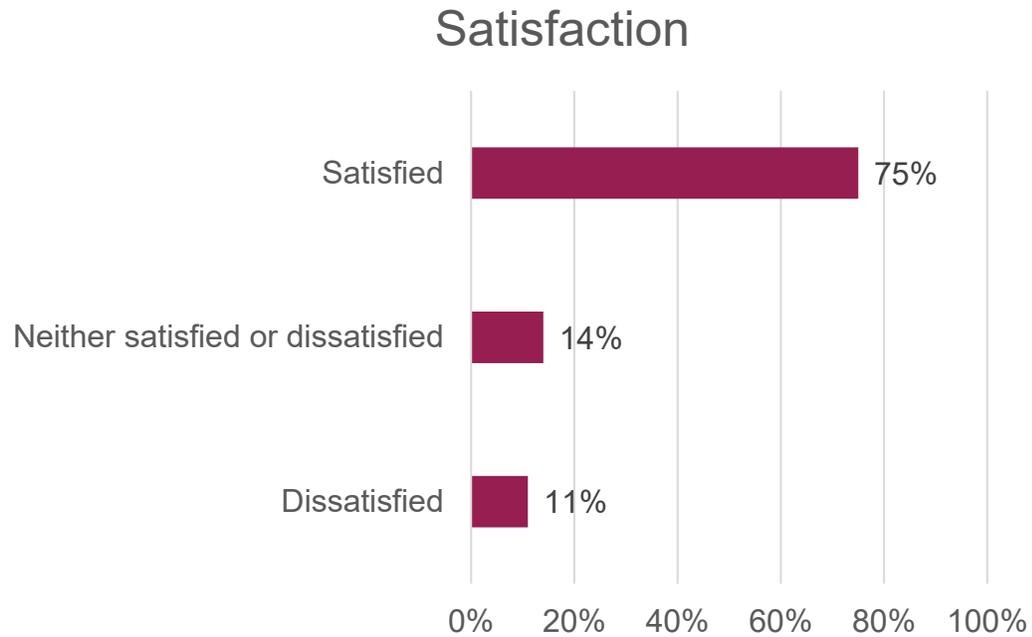
Completes 104

Limitations Timing, incentives, survey length, and sample

Response Rates 16%

Satisfaction

Question: Overall, how satisfied are you with the services provided by VocRehab Vermont?



Summary

Overall, 75% of youth are satisfied with VT DVR services, 11% are dissatisfied, and 14% are neither satisfied or dissatisfied.

Bottom Line

Even though many rate their satisfaction as high, there are still some who are not satisfied with their services provided by VT DVR.

Satisfaction Improvement

Question: Why aren't you satisfied with the services? What could Vermont VocRehab have done better?

Satisfaction Improvement	%
Consistent counselor	25%
More contact / support	63%

What they are saying:

“My counselor kept switching due to changes there, it affected my ability to get much done.

“Not getting my son into trying different jobs or shadowing anyone”

“Follow thru on services (like actually checking on jobs and letting me know the outcome).

“My counselor was out a lot of the time and did not respond to my emails. Never called me back.

“The person I worked with saw me twelve times in the three years he worked with me. The whole time he only said what he could do and then never followed up and just blamed the coop coordinator.”

Summary

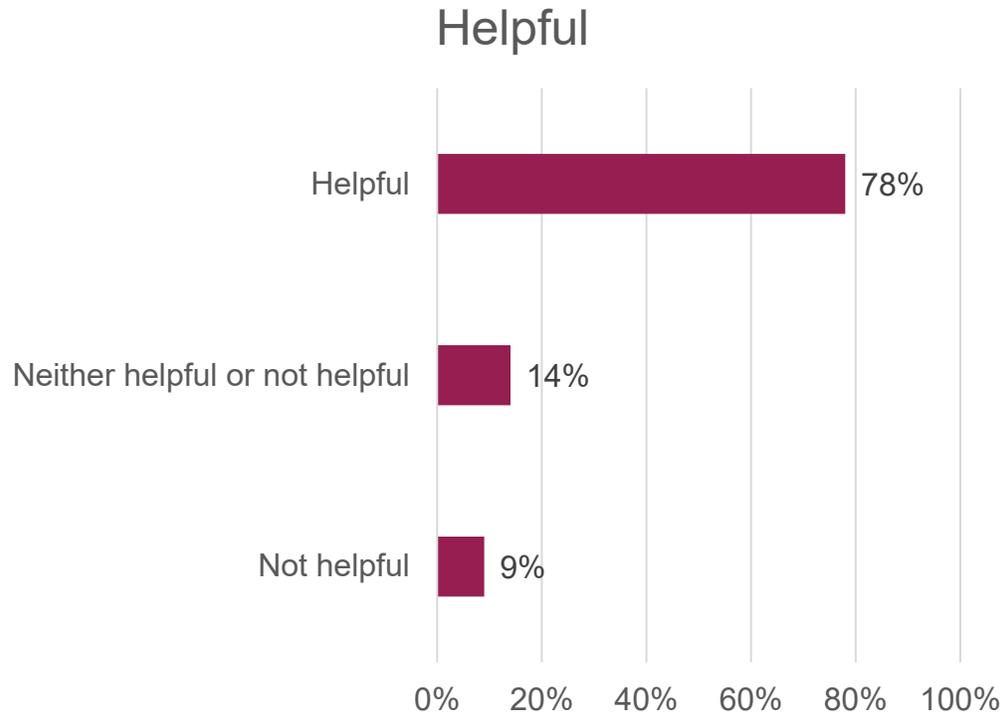
25% of students would like more consistency with a counselor, 63% want improved support.

Bottom Line

Students indicated more support and follow through from their counselors would be helpful, such as improved communication with emails. They also would like to see less counselor turnover.

Helpful Counselors

Question: How helpful did you find working with your VR transition counselor?



Summary

Overall, 78% of students find their counselor to be helpful, 9% not helpful, and 14% neither helpful or not helpful.

Bottom Line

Many students have a helpful relationship with their VR transition counselor though there is still room for improvement.

More Helpful Counselors

Question: In what ways could your VR transition counselor be more helpful?

Type of improvement	%
More Contact / Support	80%
Other	20%

What they are saying:

“Contacting us”

“I lost there contact info and have not been able to reach them”

“No follow through.”

“Should have been more positive and encouraging.”

Summary

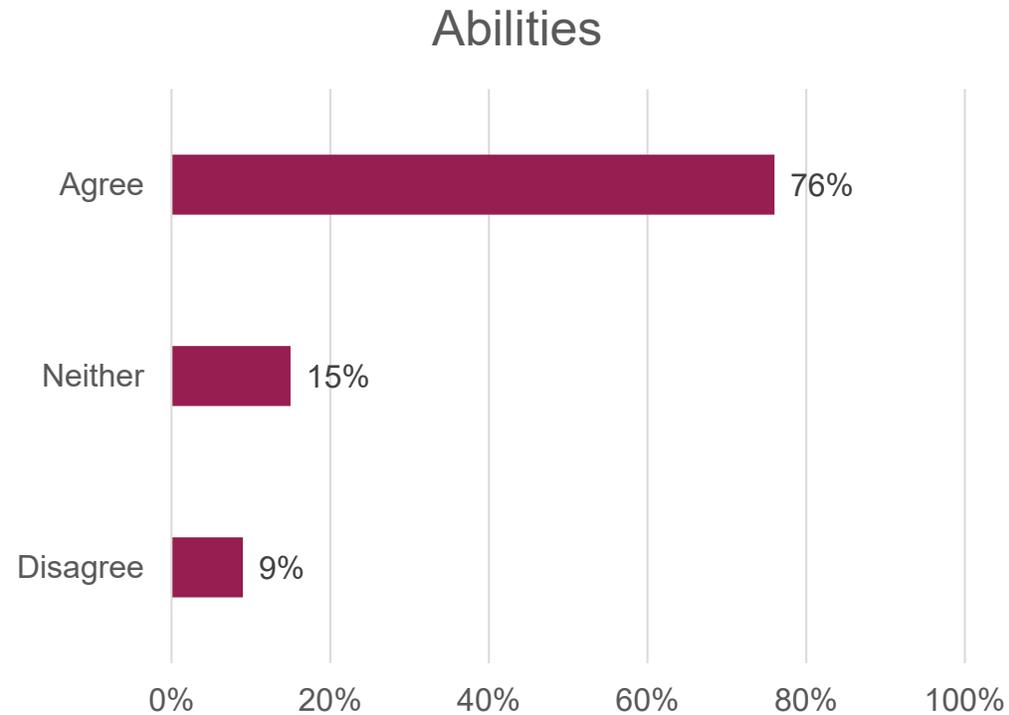
80% of students report that counselors can be more helpful through more contact.

Bottom Line

Students felt counselors could contact and follow through more often. One student lost his counselor’s contact information.

Counselor and Student Abilities

Question: How strongly do you agree or disagree? My counselor offered me the opportunity to learn more about how my knowledge, skills and abilities apply to jobs I am interested in.



Summary

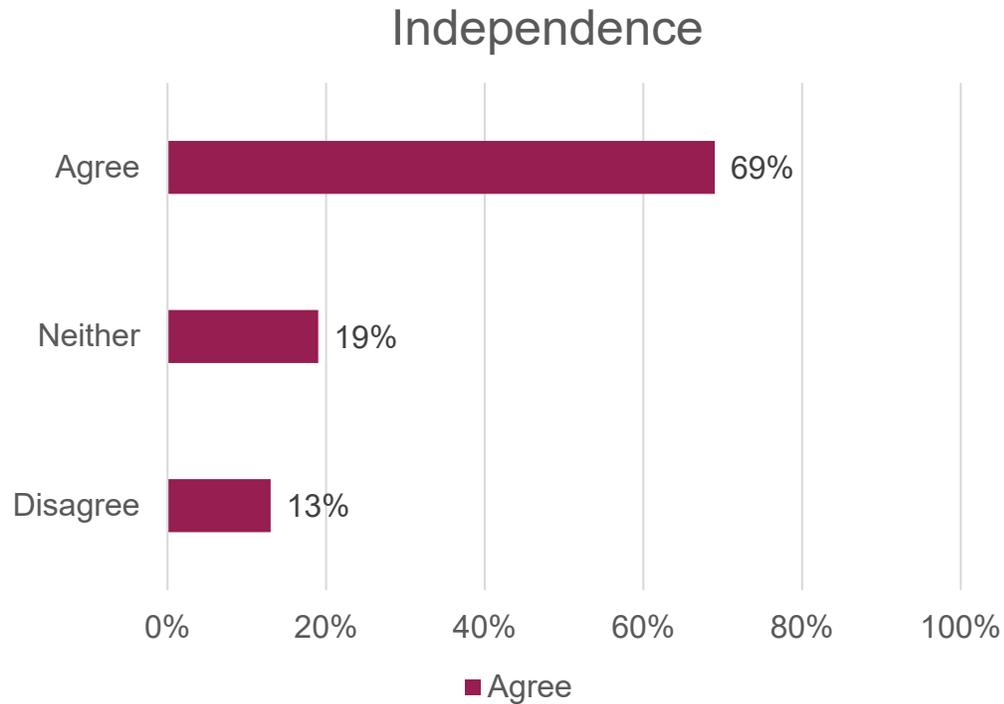
Overall, 76% of students agree their job abilities have been applied to jobs they are interested in by their counselors, 9% disagree, and 15% indicated neither agree or disagree

Bottom Line

More than three quarters of youth VR clients feel like their counselor is offering opportunities to apply to jobs that fit their abilities.

Independence

Question: How strongly do you agree or disagree? Working with my Transition Counselor helped me become more independent.



Summary

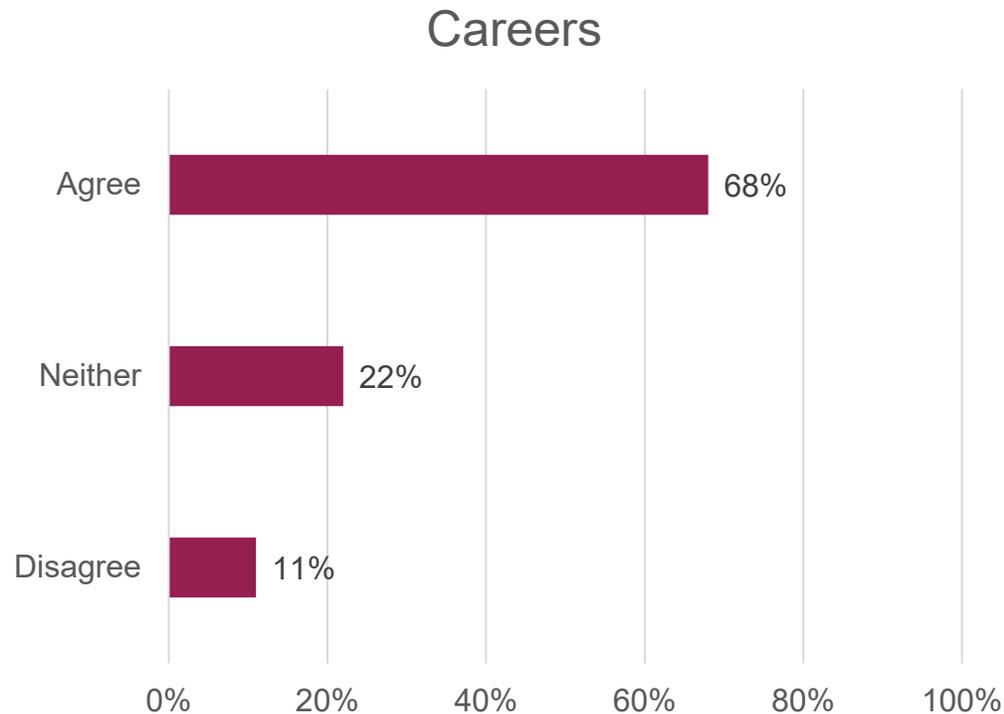
Overall, 69% of students agree their counselor helped with independence, 13% disagree, and 19% indicate neither agree or disagree.

Bottom Line

There are still youth DVR clients who do not feel their transition counselor is helping them with their independence.

Careers

Question: How strongly do you agree or disagree? VocRehab supported me in looking for careers when I was ready.



Summary

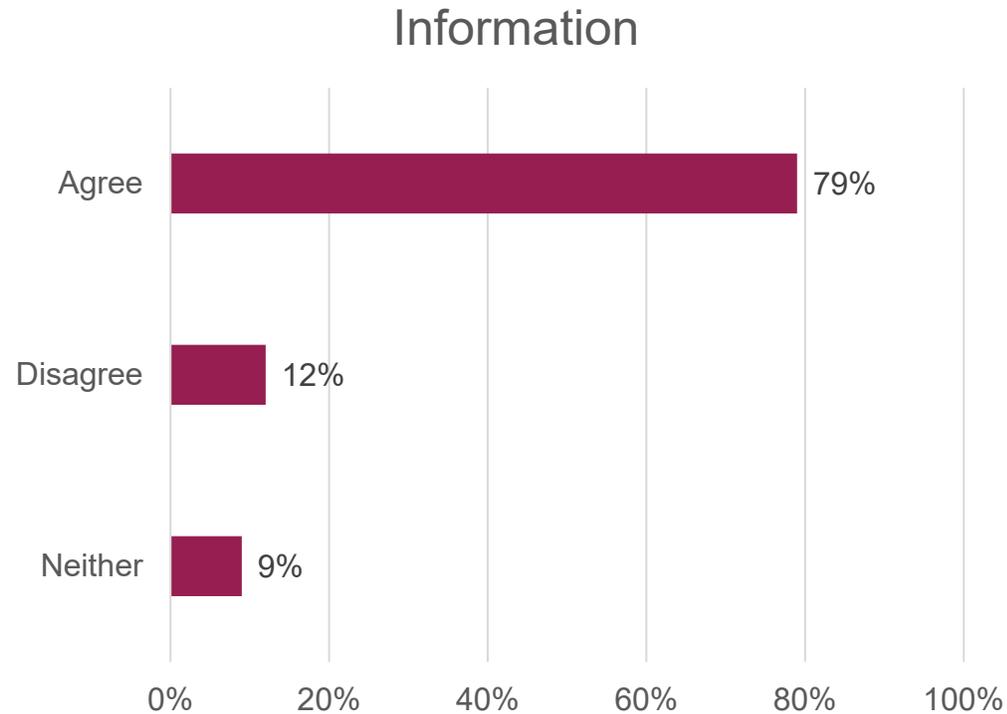
Overall, 68% of students agree VocRehab supported their career search, 11% disagree, and 22% indicate neither agree or disagree.

Bottom Line

Many youth clients believe that VT DVR supported their career search when they were ready but there is still a good amount of students who disagree.

Information

Question: How strongly do you agree or disagree? I was given all the information I needed to decide on what services were right for me.



Summary

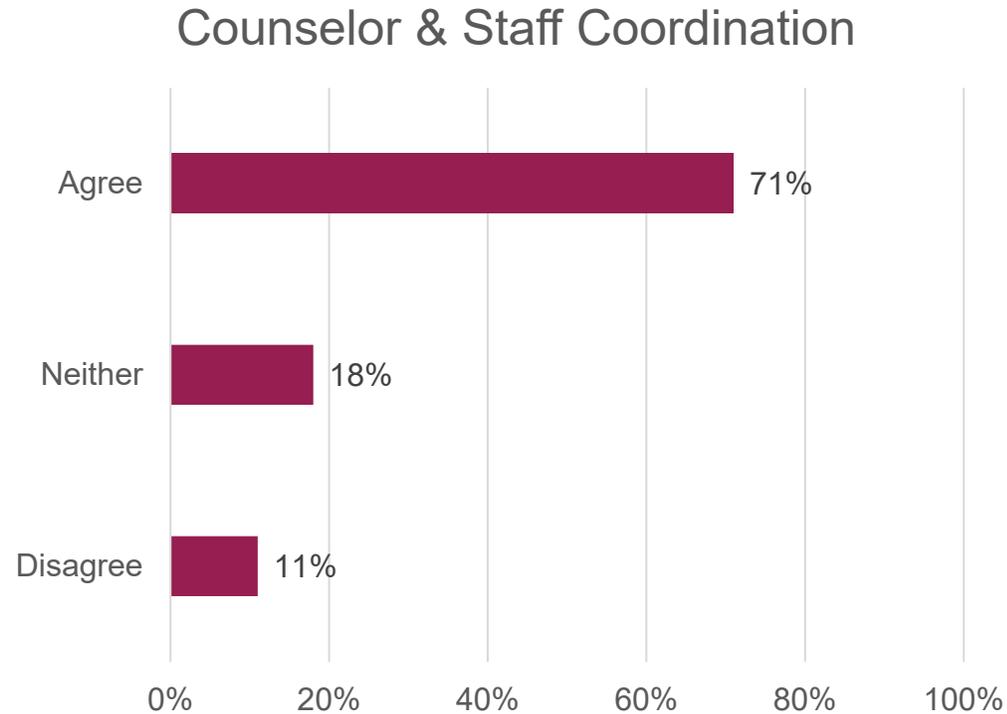
Overall, 79% of students agree they had the information they needed to decide on services that are right for them, 12% disagreed, 9% indicate neither.

Bottom Line

Less than 10% of students disagree that they were given enough information to decide on services.

Coordination

Question: How strongly do you agree or disagree? My VR transition counselor coordinated with school staff in providing the services I needed..



Summary

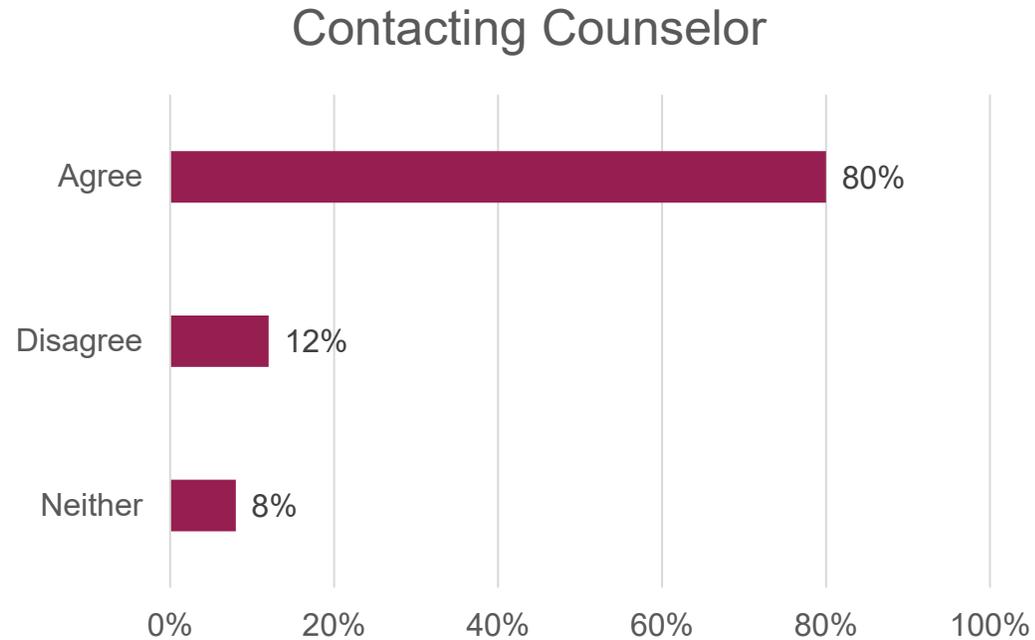
71% of students agree their counselor coordinated with school staff in providing services, 11% disagree, and 18% neither agree or disagree.

Bottom Line

There is room for improvement regarding coordination between transition counselors and school staff.

Contacting Counselor

Question: How strongly do you agree or disagree? It was easy to contact my counselor.



Summary

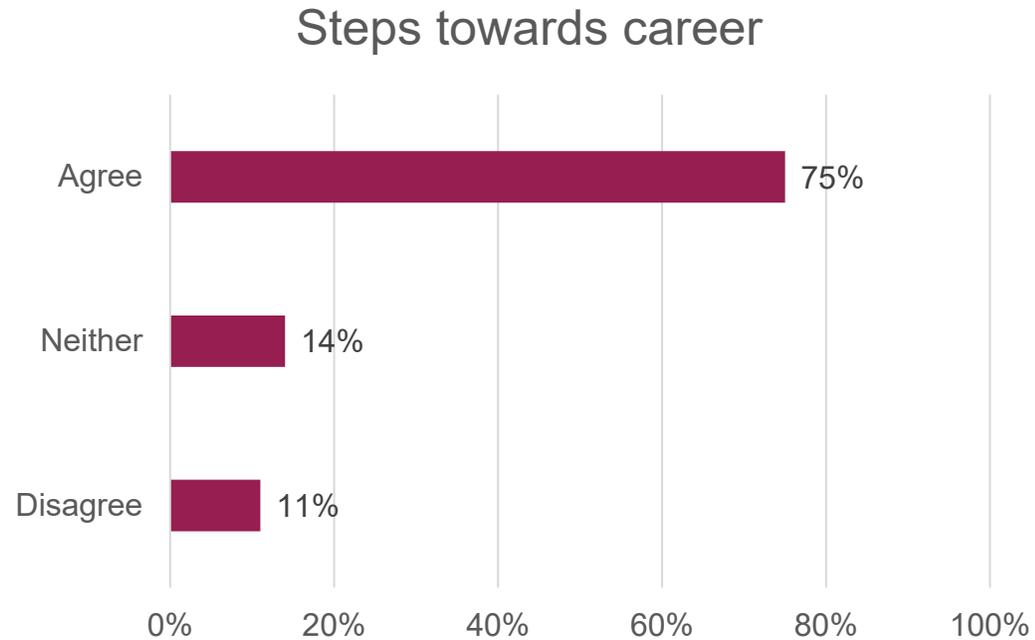
80% of students agree that it is easy to contact their counselor, 12% disagree, and 8% neither agree or disagree.

Bottom Line

Many students find contacting their counselor is easy, though more than 10% still disagree.

Steps Towards Career

Question: My VR Transition Counselor spoke with me about the next steps I would need to take to pursue the career I am interested in.



Summary

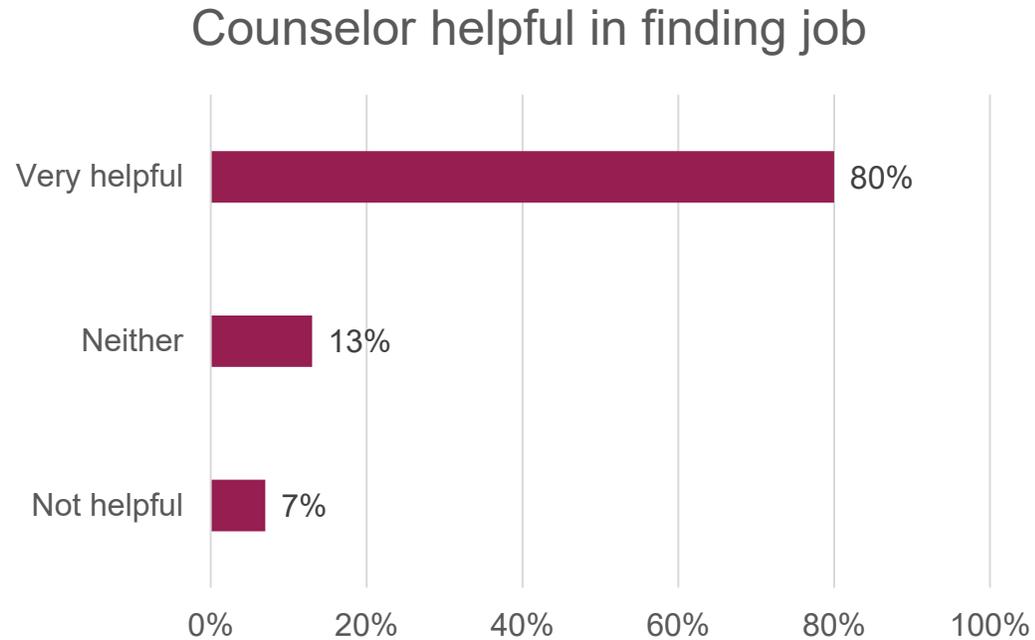
75% of students agree their counselor spoke with them about steps towards their career, 11% disagree, and 14% neither agree or disagree.

Bottom Line

Almost 15% of youth disagree that their counselor spoke to them about future career steps.

Finding Job or Career

Question: How helpful was your Transition Counselor in talking with you about finding a job or career you like?



Summary

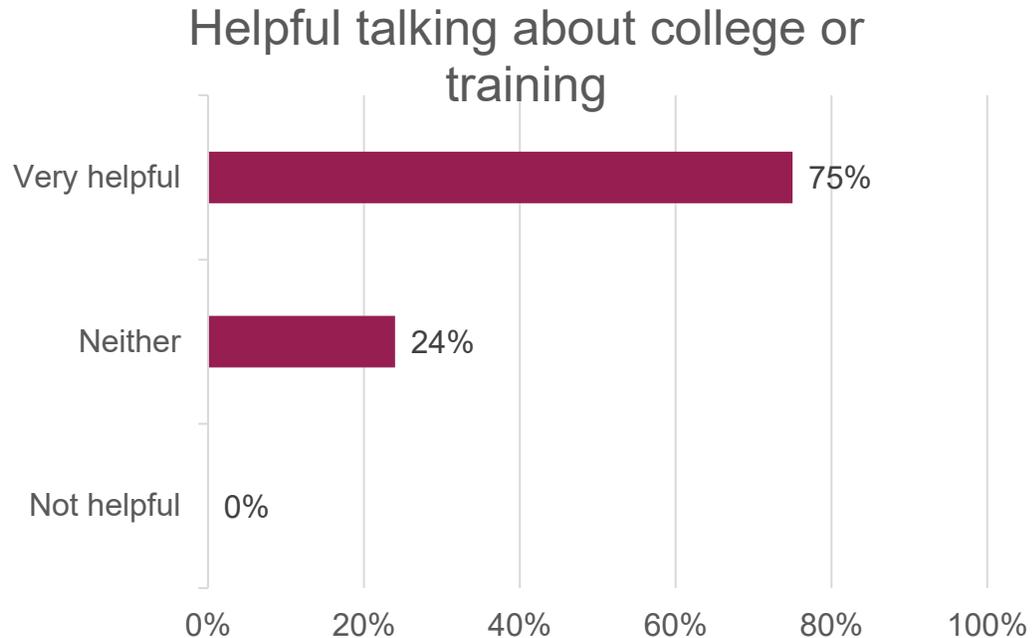
80% of students find their counselor helpful in talking about finding a job or career, 7% find their counselor not helpful, and 14% reporter neither helpful or unhelpful.

Bottom Line

Overall, youth find their counselor helpful with finding a job they like. There are still some who do not find their counselor helpful.

Talking to Counselor About College or Training

Question: How helpful was talking with your Transition Counselor about college or training after high school needed for the job you want?



**Five or less individuals indicated “not helpful”. These responses are withheld to protect confidentiality.*

Summary

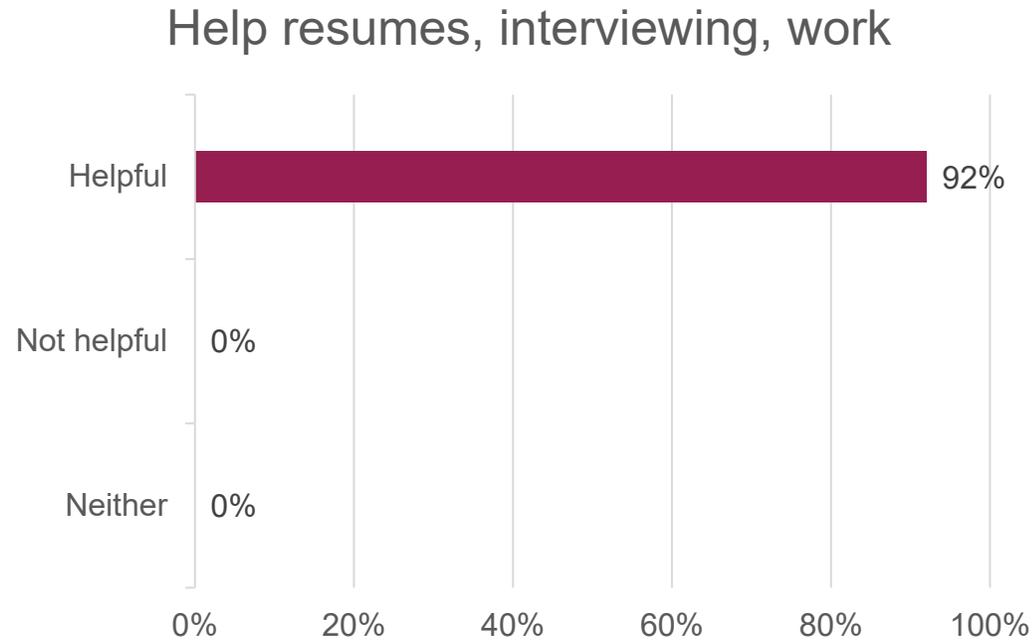
75% of students find it helpful to talk with their counselor about college or training, 24% reported neither helpful nor unhelpful.

Bottom Line

There are many students who find it helpful to discuss college and training after high school but there are some who are undecided or disagree.

Help with Resumes, Interviewing, Work

Question: How helpful did you find help with resumes, interviewing and how to do well at work?



**Five or less individuals indicated “not helpful” or “neither”. There responses are withheld to protect confidentiality.*

Summary

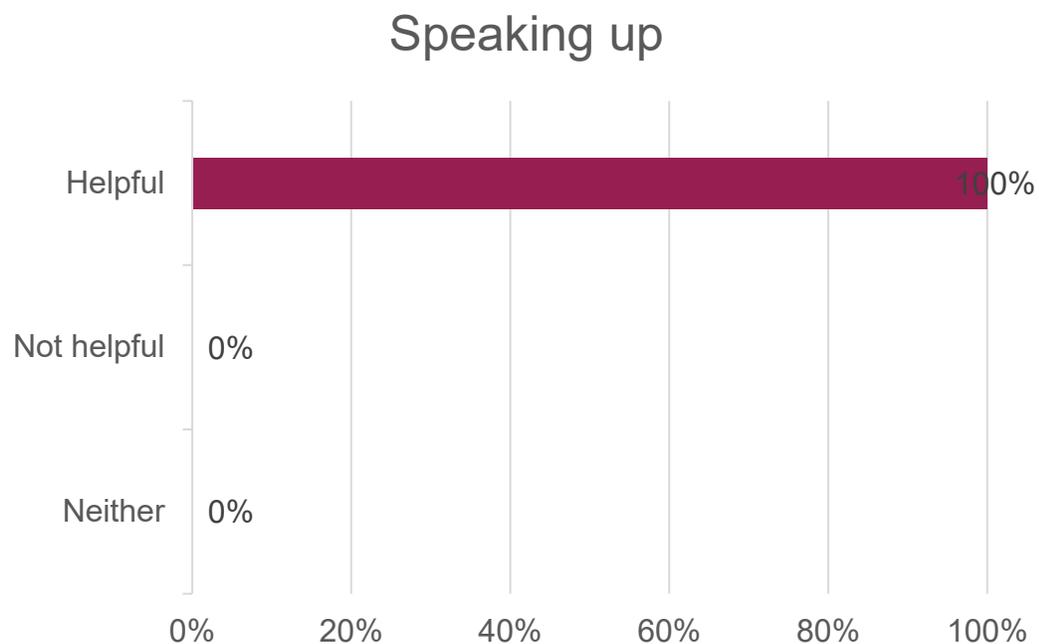
92% of students find it helpful to get help with resumes, interviews, and how to do well at work.

Bottom Line

Most students find resume and interview guidance helpful.

Helpful Speaking up for Yourself

Question: *How helpful did you find help with speaking up for yourself at school or work?*



Summary

100% of students find it helpful to speak up for oneself at school or work.

Bottom Line

All students find help with advocating for themselves at school or work is important and valuable.

Improve Transition

Question: What could VocRehab Vermont do now and in the future to help improve the process of transitioning from high school to life after high school? What could have been done better in your case?

Type of improvement	%
More contact / support	33%
Positive response in general	29%
COVID is a barrier	21%
Consistent counselor	8%
Negative response in general	4%
Other	4%
N/A	4%

Summary

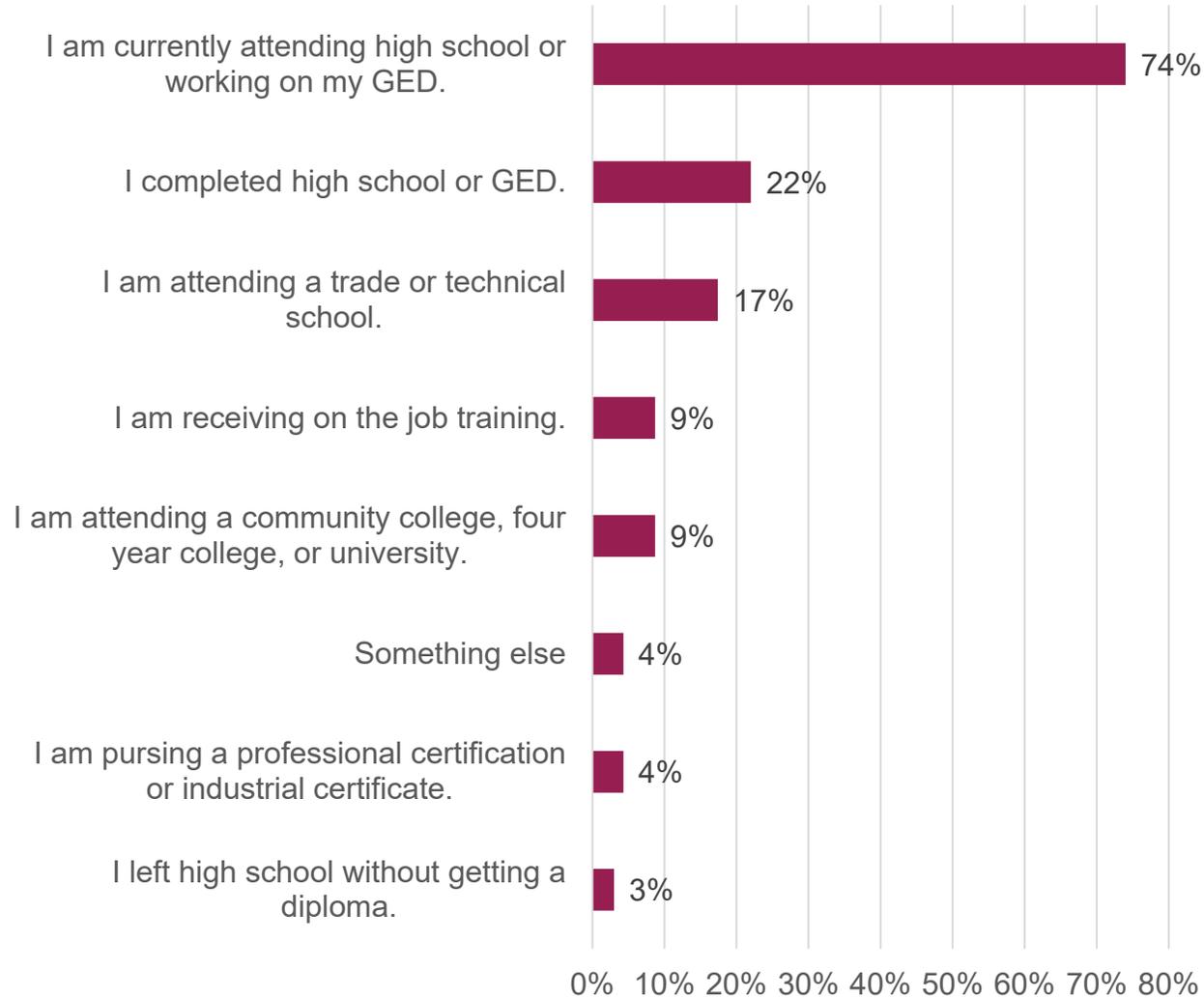
8% of students believe a consistent counselor would improve the transition, 21% report COVID has hindered the transition, 33% want more contact/support, 29% had positive responses.

Bottom Line

Youth need more contact and support once they graduate from high school.

Education

Question: Please tell me about your progress in your education.



Summary

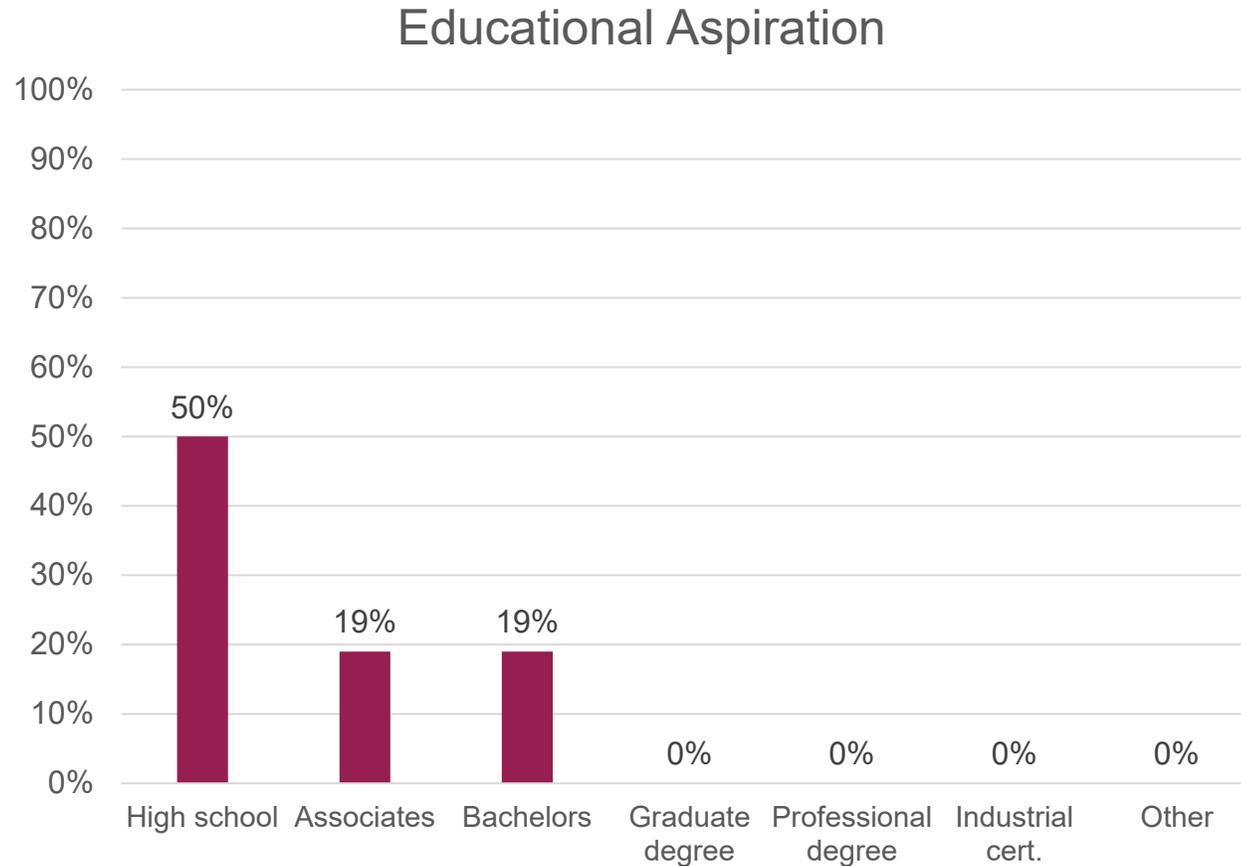
74% of students report they are currently attending high school or working on their GED.

Bottom Line

Students are significantly more likely to be attending high school compared to the other educational progress categories.

Education Level Goals

Question: And what is the level of education you would like to complete?



**Five or less individuals indicated grad, prof, ind., other. There responses are withheld to protect confidentiality.*

Summary

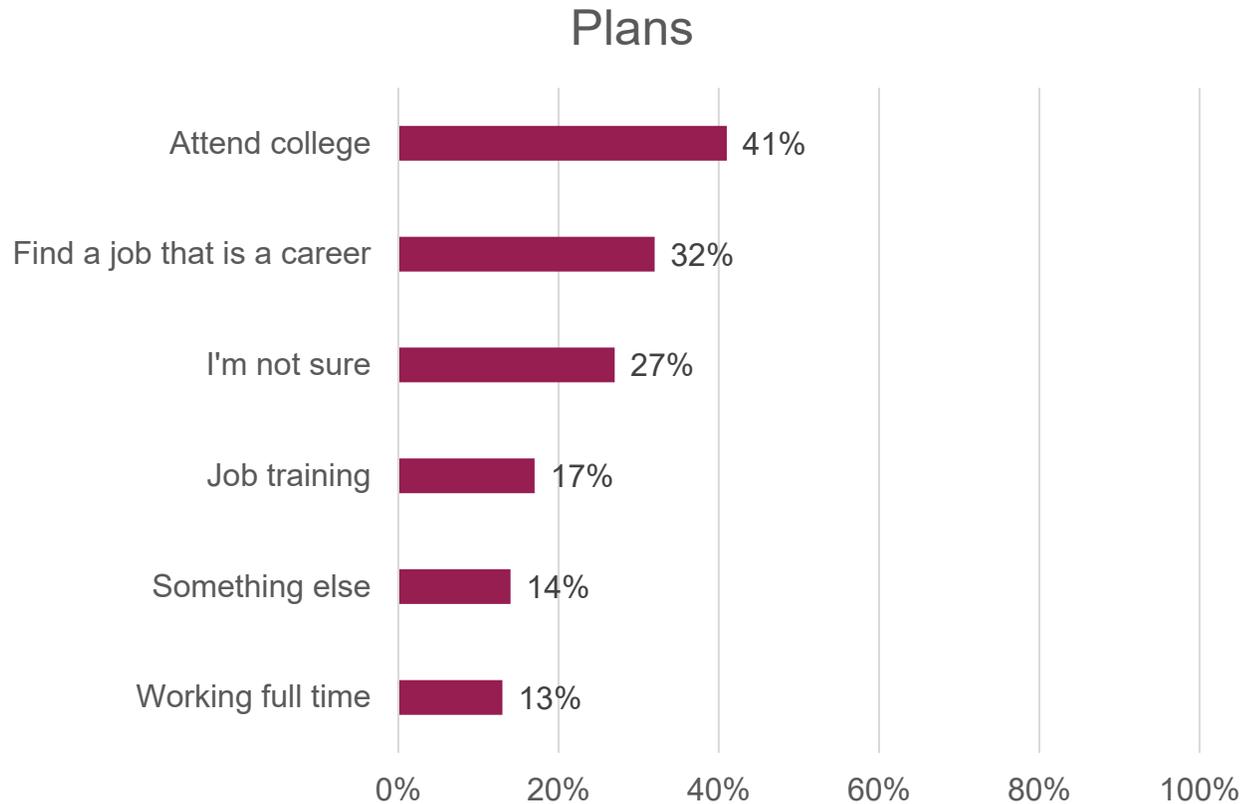
50% of students want to complete high school, 19% want an associate's degree, 19% want a bachelors.

Bottom Line

Students most often want to complete high school while some are interested in higher degrees.

Post-High School Plans

Question: *And finally, what are your plans after high school?*



Summary

41% of students plan on attending college, 32% find a career job, 27% aren't sure, 17% want job training, 14% something else, 13% work full time.

Bottom Line

The most common plans after high school are college, finding a career, and being generally unsure about the future.