



# uSPEQ® Consumer Survey Report: March 2024

Prepared for  
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## Preface

This report provides statistical and graphical information about the uSPEQ® survey of your organization. It is about how your consumers perceived the services being provided to them. Surveying consumers for their perception of services is one important means for assessing the quality of services. Understanding varying levels of satisfaction by program or site, demographic characteristics, and across time can point to areas where services have been effective as well as areas for improvement. uSPEQ is intended to complement other outcome tools and administrative measures of quality. Our goal is to provide a report that is useful to you and supports your efforts to improve the quality of services at your organization.

This report begins with highlights from the survey, including the strengths of your organization and areas for improvement. For each of the survey items, the percent of positive responses (**Strongly Agree** and **Agree**) is graphed by survey sections. These survey items include Tier 1 universal items and optional Tier 2 items selected by your organization. Whenever historical data are available for your organization, summary statistics for the current period are compared to the preceding period and/or the preceding calendar year. Further comparisons are made by site and by program for each of the survey items if they are available. Please note that percent positives are graphed for survey items with at least 10 responses per category. Demographic characteristics of the survey respondents are also provided for your organization overall, and by program and by site. Finally, custom Tier 3 items submitted by your organization are presented by program and by site if available.

Appendix A contains an analysis of the Top Box scores, or “**Strongly Agree**” response choices, summarized at the organizational level. This section displays the five items receiving the highest percent **Strongly Agree**, along with the five items receiving the lowest percent **Strongly Agree** for the entire survey. This measure, distinct from the survey highlights (Section 1.1. and 1.2.), provides additional information and direction regarding potential areas for improvement. *Appendix B* contains the summary statistics on each program and site (if available), for each item, by rating category (i.e., **Strongly Agree**, **Agree**, **Disagree**, and **Strongly Disagree**) on a four-point scale. *Appendix C* includes the comments report, which provides a listing of comments by respondents during the current reporting period. Due to the potential length of respondent comments, these are provided separately.

Please note that percentages may not add to 100 due to the effect of rounding. Also note that in instances where a very small number of respondents chose a given response category, percentages may be displayed as “0.0%”, again due to rounding. Custom reports may be produced at additional cost. If you are interested in having other types of reports tailored for the specific needs of your organization, please contact uSPEQ staff to discuss options, pricing, and availability.

For more information about the uSPEQ reporting service, please contact the uSPEQ Research and Reporting team at:

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# Technical Notes

## Survey instrument

The uSPEQ Consumer Experience Survey was designed to capture common concerns and domains across varied settings and diverse populations. Consisting of 20 cross-cutting “Tier 1” items, optional “Tier 2” program-specific items, and custom “Tier 3” items, the primary purpose of uSPEQ is to gather feedback from persons served regarding their perceptions of the quality of service they are currently receiving or have received in the past. The uSPEQ items reflect five quality-related domains: service responsiveness, informed choice, respect, participation, and overall value. uSPEQ has undergone rigorous psychometric testing and independent expert assessment. For information concerning its psychometric properties, please contact uSPEQ staff.

## Report parameters

This report was generated using the following parameters:

<b>Organization:</b>	<b>Headway Ireland</b>
Current Reporting Period:	January 2024 - March 2024
Previous Reporting Period:	January 2022 - December 2022

# Response Rate

The graph shows the response rate for the current period. The table below shows the number of questionnaires distributed, the number of questionnaires received and response rate for the current period, previous period, and previous year.

## Response Rate for March 2024

	Number distributed	Number received	Response rate
Mar-2024	N/A	204	N/A
Dec-2022	N/A	268	N/A

**Note: Response rate chart, number distributed, and/or response rate are not available as the number distributed was either not reported or was reported as less than the number of responses received.**

# 1. Survey Results Highlights

## 1.1. Top five survey items with positive responses

This section presents the top five items for the entire survey. Responses for the current reporting period are summarized at the organizational level..

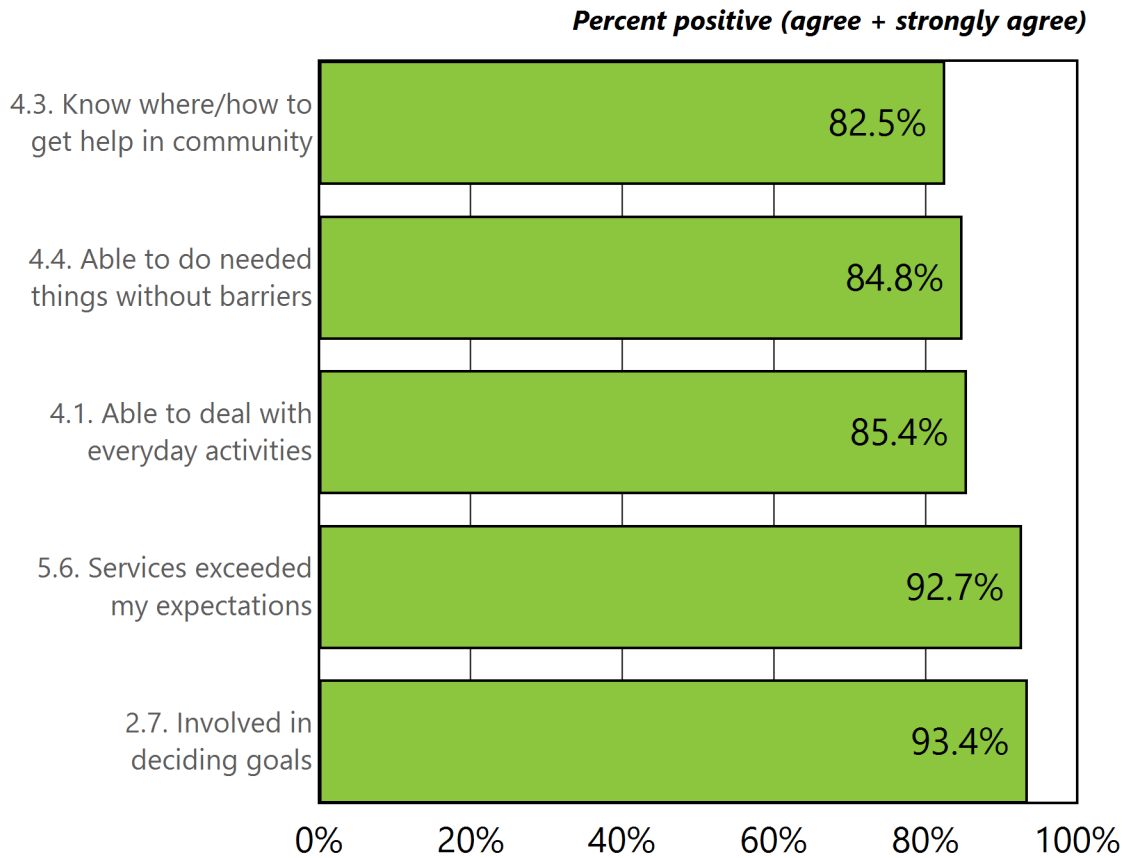
**Note: Because some items had identical percent positive ratings, 6 items are shown.**



**Note: Items with less than 10 responses are not graphed.**

## 1.2. Potential areas for improvement

This section presents the five items with the lowest percent positive ratings. Responses for the current reporting period are summarized at the organizational level.



**Note: Items with less than 10 responses are not graphed.**