



# uSPEQ® Consumer Survey Report: May 2012

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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/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 items, optional Tier 2 items selected, and custom Tier 3 items submitted 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.

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

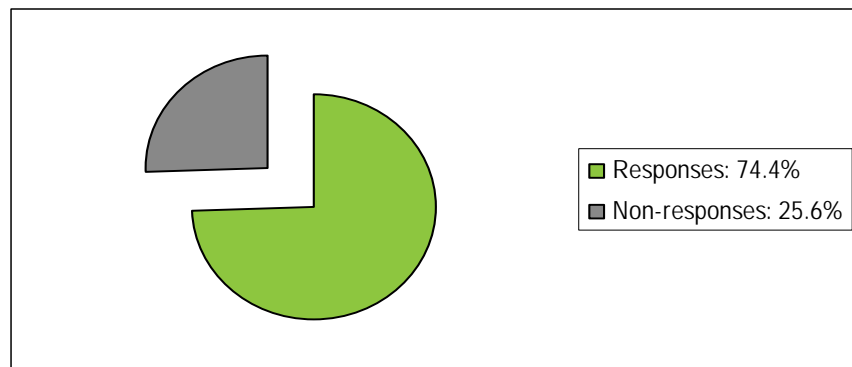
## Survey instrument

uSPEQ is a consumer survey questionnaire 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 “Tier 1” items reflect five quality-related domains: service responsiveness, informed choice, respect, participation, and overall value. uSPEQ has undergone vigorous psychometric testing and independent expert assessment. For information concerning its psychometric properties, please contact uSPEQ staff.

## 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.

Response rate for May 2012



	Number distributed	Number received	Response rate
May-12	219	163	74.4%

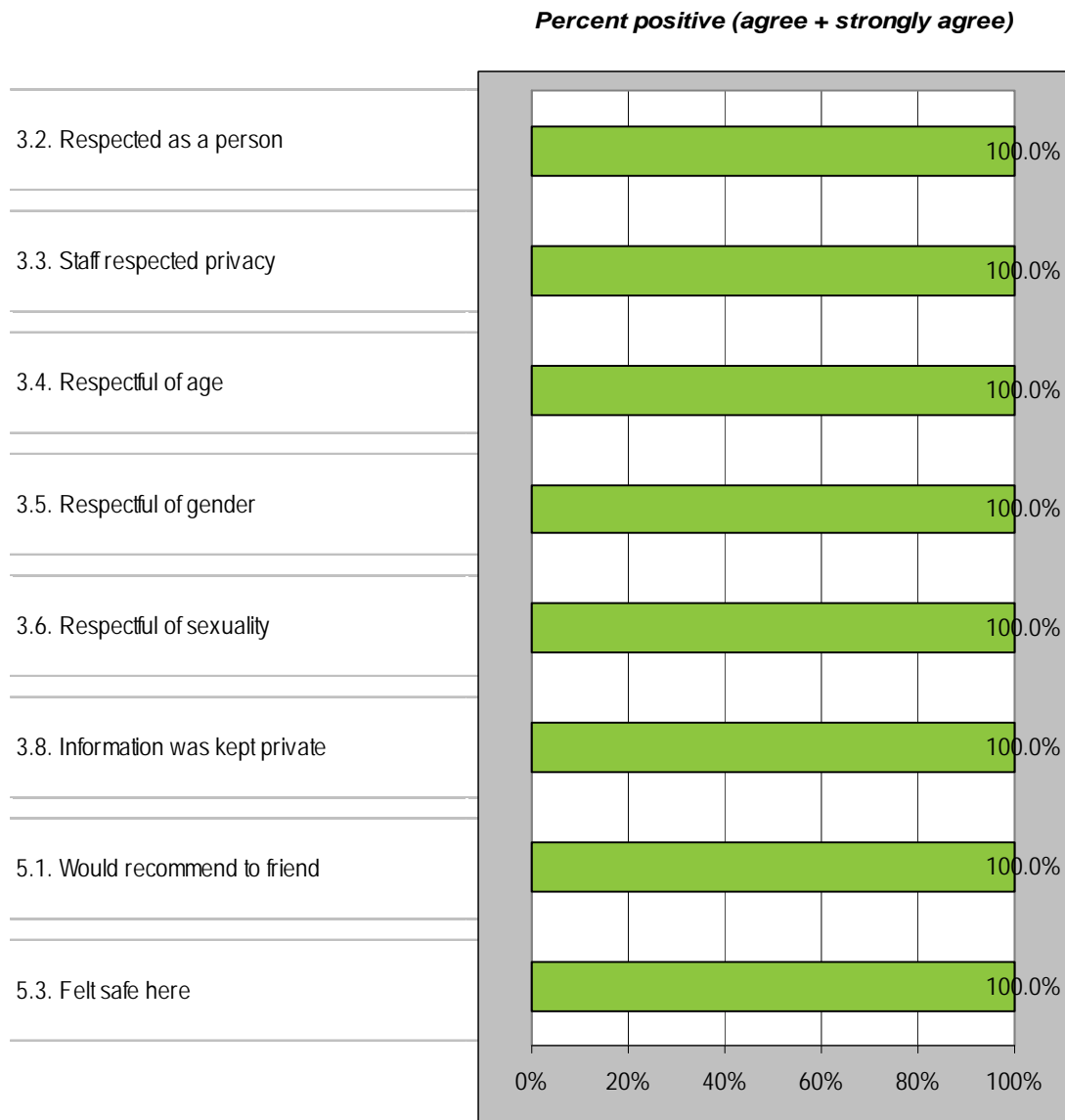


# 1. Survey Results Highlights

## 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.

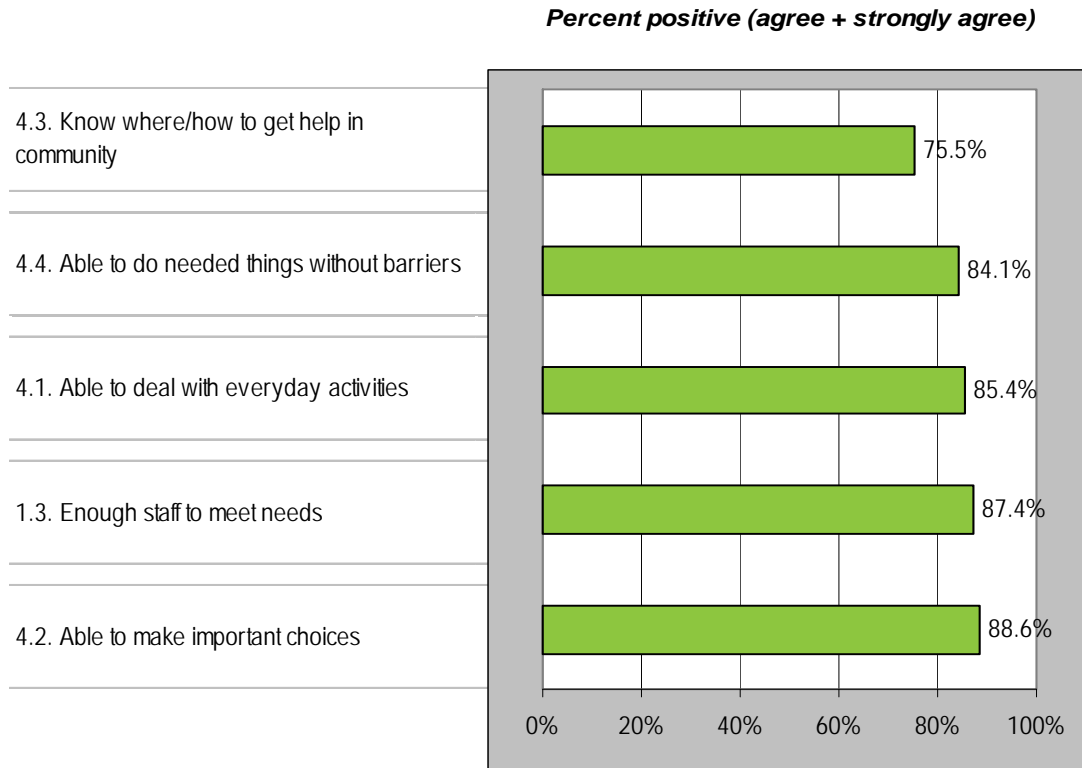
*Note: Because some items had identical percent positive ratings, eight items are shown.*





## 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.

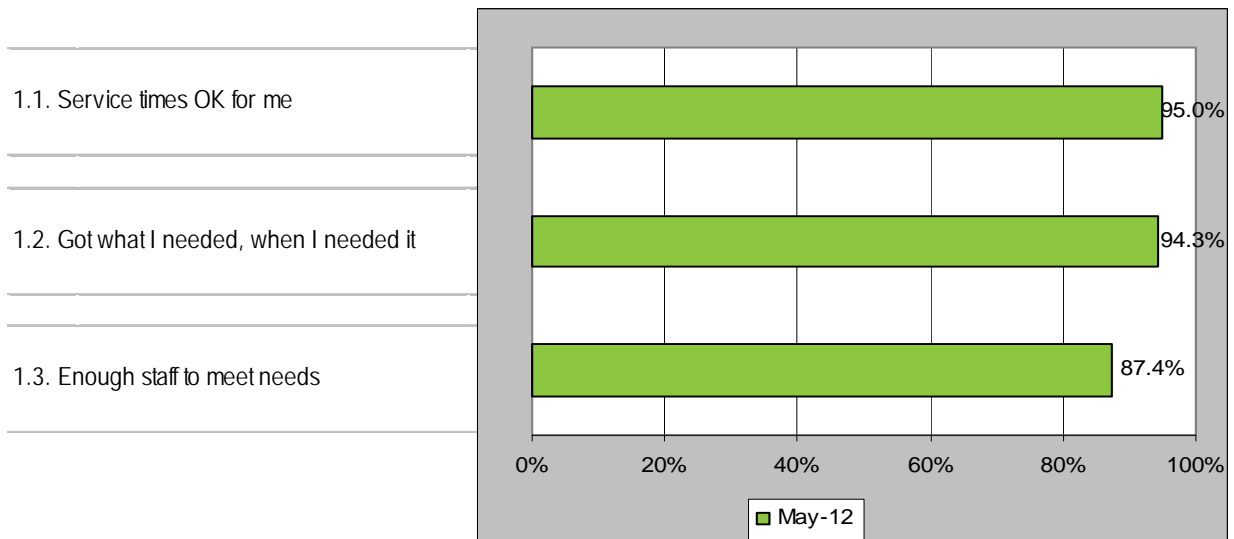


## 2. Survey Results by Time Period

This section reports results for each survey section. The graphs represent percent positive (agree + strongly agree) responses for each item for the current period; the data are summarized at the organizational level. The following tables provide frequency distributions for each item for the current period, summarized at the organizational level.

### 2.1. Service responsiveness

*Percent positive (agree + strongly agree)*



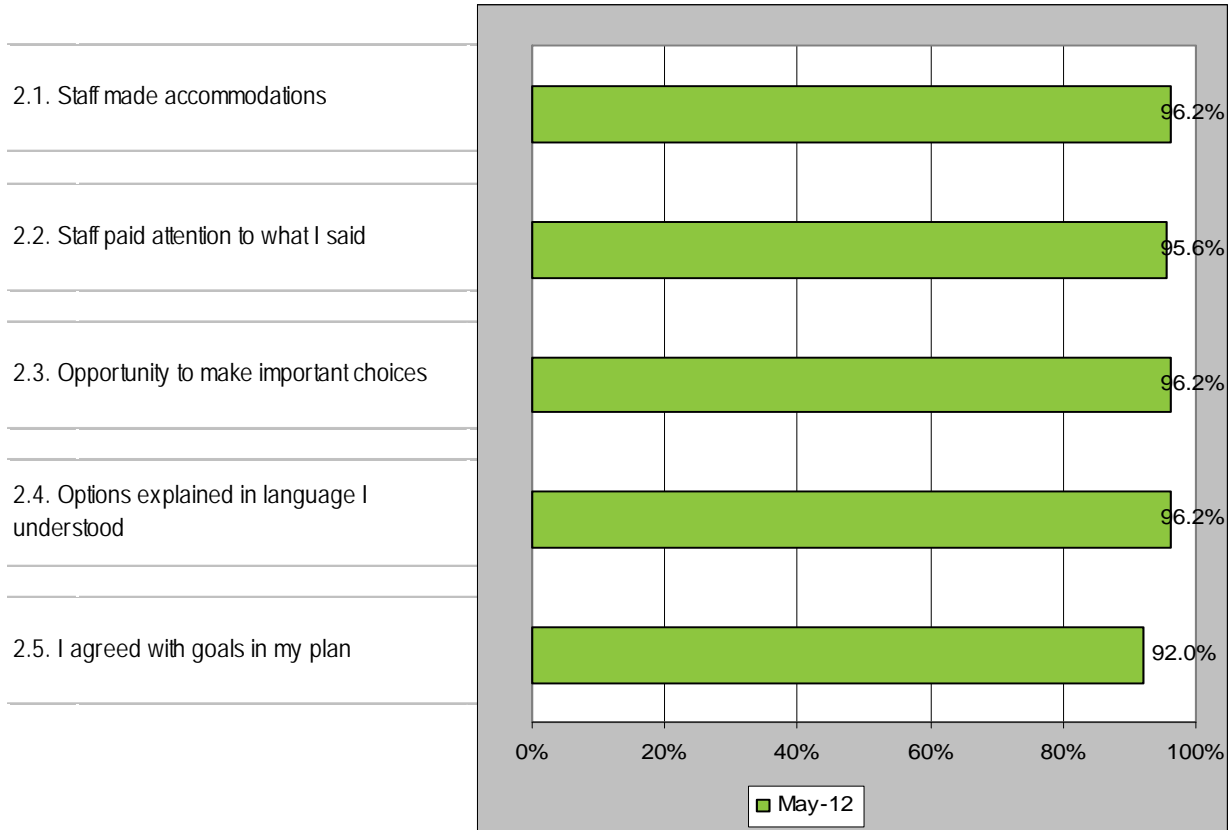
*Response by rating category*

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
1.1. Service times OK for me	161		5.0%	48.4%	46.6%
1.2. Got what I needed, when I needed it	159		5.7%	52.8%	41.5%
1.3. Enough staff to meet needs	159	1.9%	10.7%	45.3%	42.1%

\* Blank cells represent no response.

## 2.2. Informed choice

Percent positive (agree + strongly agree)

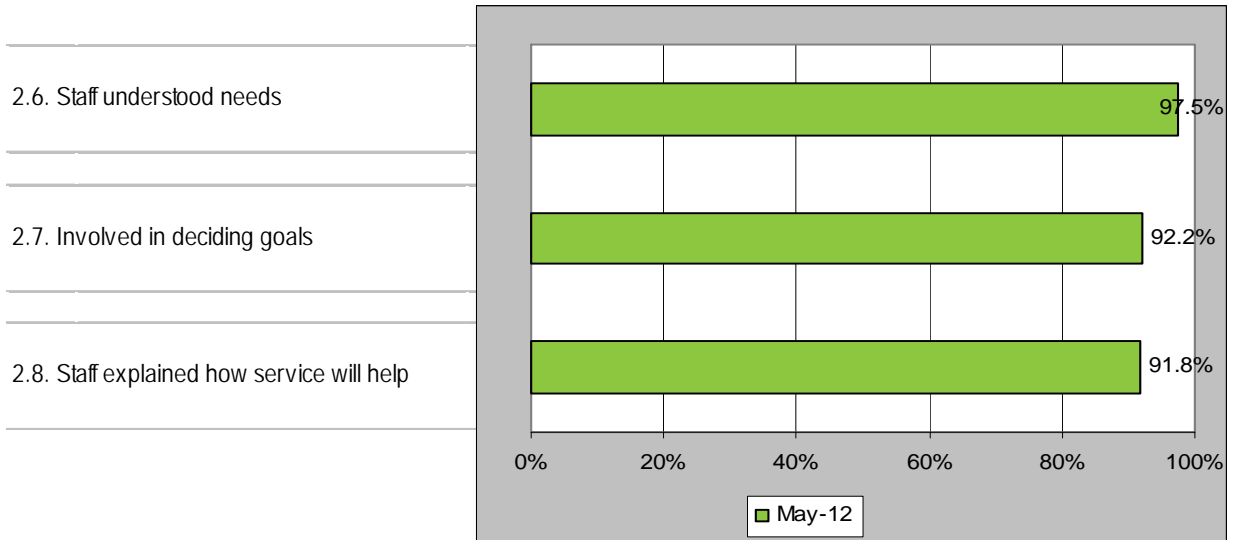


### Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
2.1. Staff made accommodations	156	0.6%	3.2%	48.7%	47.4%
2.2. Staff paid attention to what I said	160		4.4%	35.6%	60.0%
2.3. Opportunity to make important choices	158	0.6%	3.2%	46.2%	50.0%
2.4. Options explained in language I understood	158		3.8%	43.0%	53.2%
2.5. I agreed with goals in my plan	150	0.7%	7.3%	48.7%	43.3%

\* Blank cells represent no response.

*Percent positive (agree + strongly agree)*

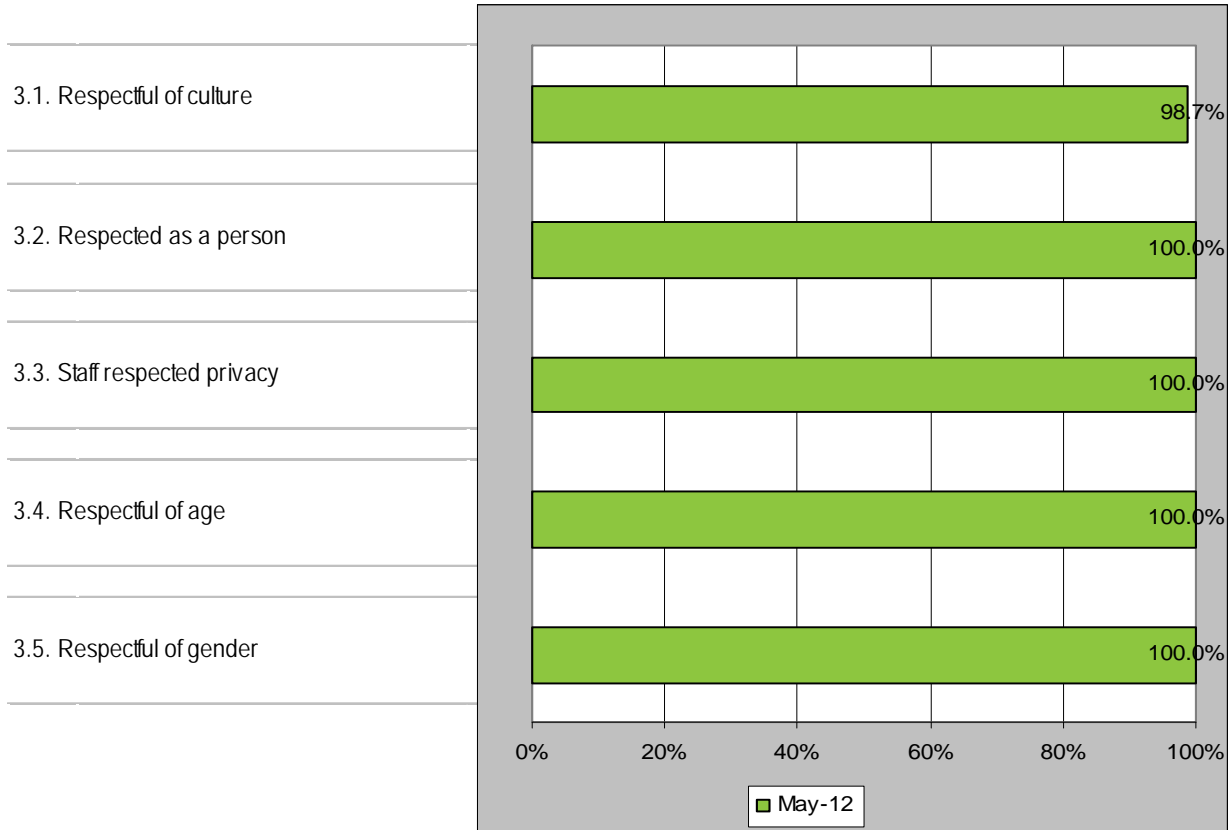


*Response by rating category*

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
2.6. Staff understood needs	158	0.6%	1.9%	42.4%	55.1%
2.7. Involved in deciding goals	153	2.0%	5.9%	46.4%	45.8%
2.8. Staff explained how service will help	159	2.5%	5.7%	40.9%	50.9%

## 2.3. Respect

Percent positive (agree + strongly agree)

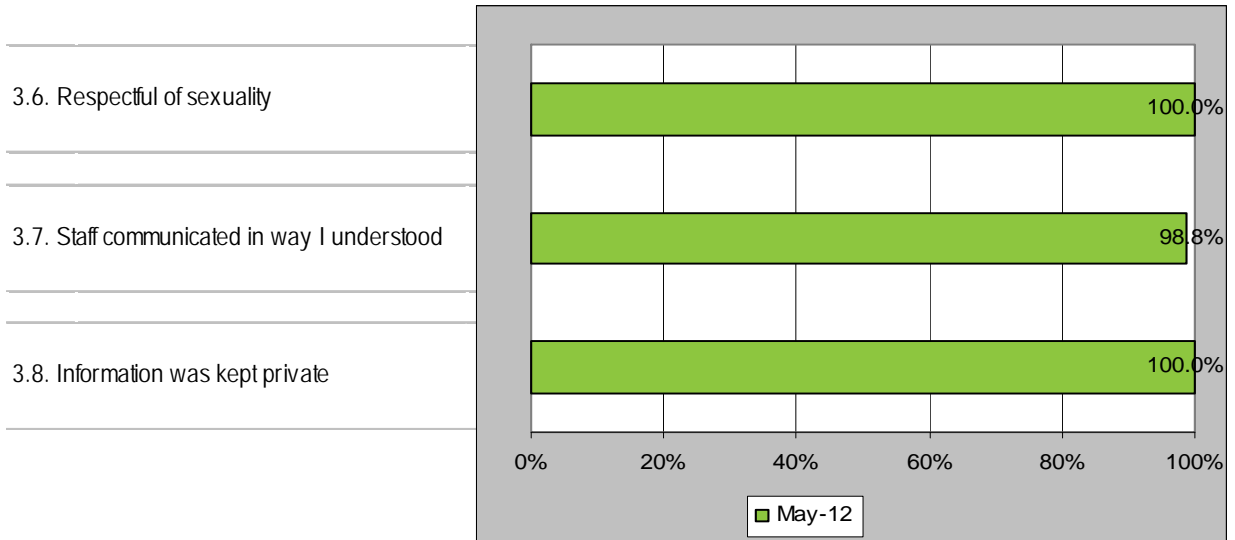


### Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
3.1. Respectful of culture	159		1.3%	38.4%	60.4%
3.2. Respected as a person	162			33.3%	66.7%
3.3. Staff respected privacy	161			34.2%	65.8%
3.4. Respectful of age	158			36.1%	63.9%
3.5. Respectful of gender	158			36.7%	63.3%

\* Blank cells represent no response.

*Percent positive (agree + strongly agree)*



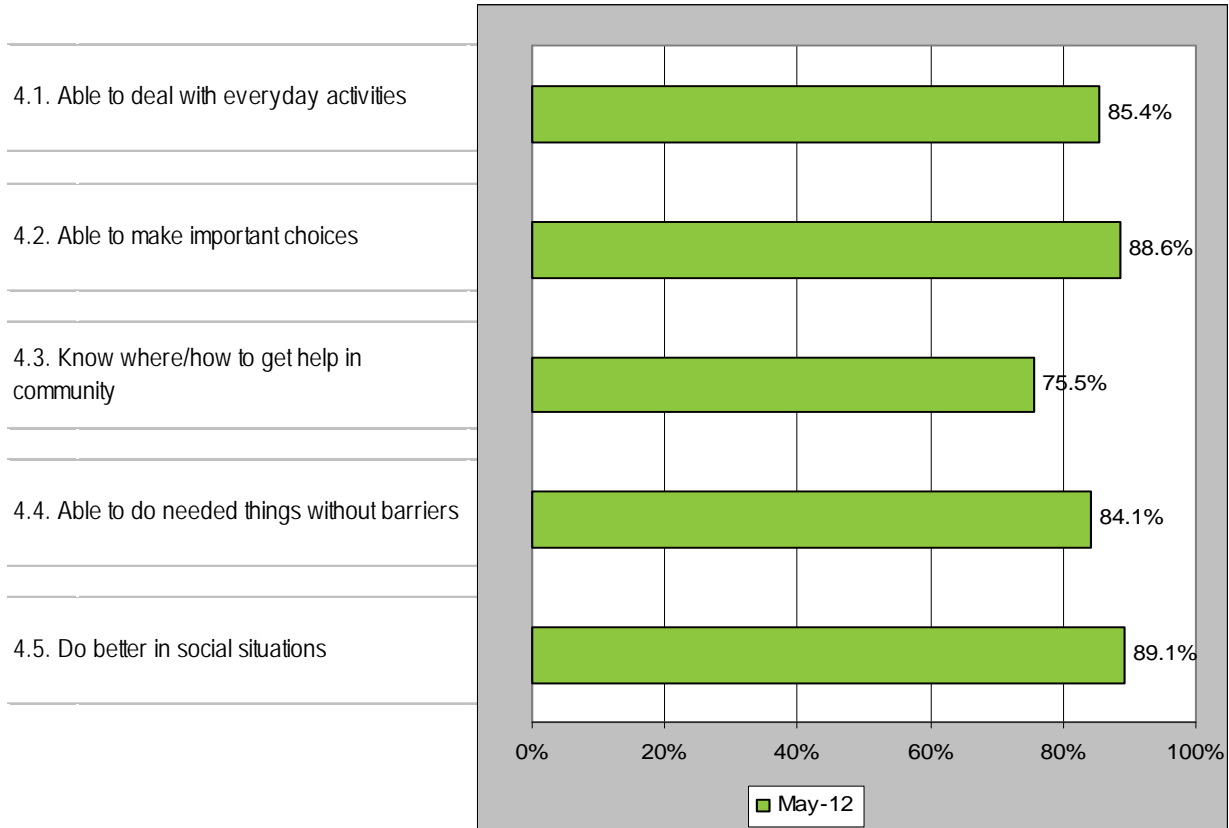
*Response by rating category*

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
3.6. Respectful of sexuality	157			38.9%	61.1%
3.7. Staff communicated in way I understood	160	0.6%	0.6%	33.8%	65.0%
3.8. Information was kept private	156			34.0%	66.0%

\* *Blank cells represent no response.*

## 2.4. Participation

Percent positive (agree + strongly agree)



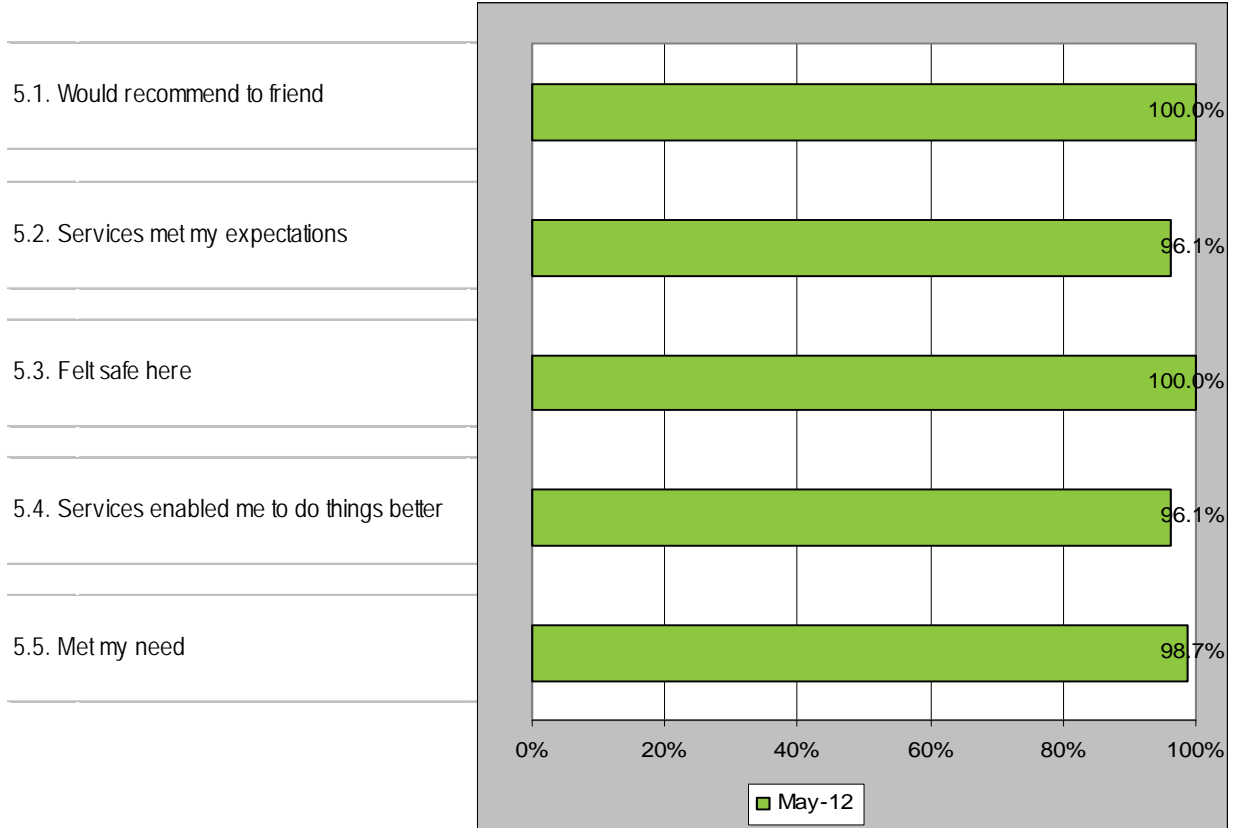
### Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
4.1. Able to deal with everyday activities	157	4.5%	10.2%	54.8%	30.6%
4.2. Able to make important choices	158	1.9%	9.5%	50.0%	38.6%
4.3. Know where/how to get help in community	155	3.9%	20.6%	45.2%	30.3%
4.4. Able to do needed things without barriers	157	3.2%	12.7%	49.7%	34.4%
4.5. Do better in social situations	156		10.9%	44.2%	44.9%

\* Blank cells represent no response.

## 2.5. Overall value

*Percent positive (agree + strongly agree)*



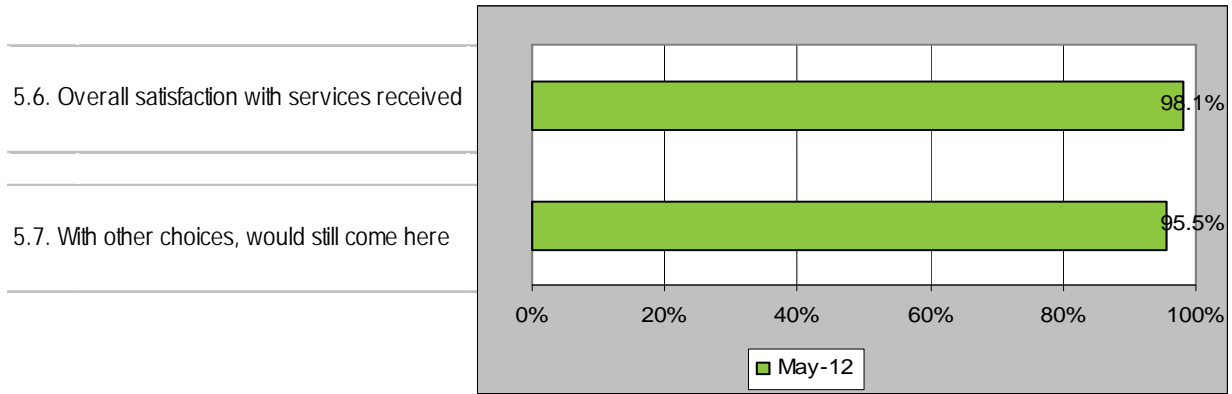
### *Response by rating category*

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
5.1. Would recommend to friend	157			22.3%	77.7%
5.2. Services met my expectations	155	0.6%	3.2%	34.8%	61.3%
5.3. Felt safe here	157			28.7%	71.3%
5.4. Services enabled me to do things better	154		3.9%	39.0%	57.1%
5.5. Met my need	157		1.3%	41.4%	57.3%

\* *Blank cells represent no response.*



*Percent positive (agree + strongly agree)*



*Response by rating category*

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
5.6. Overall satisfaction with services received	155		1.9%	36.1%	61.9%
5.7. With other choices, would still come here	155	0.6%	3.9%	30.3%	65.2%

\* *Blank cells represent no response.*