

Texas Department of Assistive and Rehabilitation Services Customer Satisfaction Study



Objective

NuStats contacts approximately 60% of the Texas Department of Assistive and Rehabilitation Services' (DARS) to assess DARS consumers' experience and satisfaction with the agency.

Approach

Using Computer Assisted Telephone Interviewing (CATI), NuStats interviewers survey DARS' customers' about their attitudes, experience, and satisfaction with the agency's services. The interviews are conducted in English, Spanish, Vietnamese, and via Relay Texas, a system to assist respondents with hearing and speech difficulties. The NuStats approach includes a monthly download of data files via secure FTP transfer and monthly visits, hosted by NuStats, where DARS project staff conduct visual and audio interview monitoring.

Outcome

NuStats supplies DARS with vital customer data about their experiences, attitudes, and satisfaction with the agency's services, so that the agency can provide continued services tailored to their customer's expectations and desires.

PTV NuStats

206 Wild Basin Road
Building A, Suite 300
Austin, Texas 78746
www.nustats.com

Phone: 512.306.9065

Fax: 512.306.9077

E-mail:

mmccaffrey@nustats.com