

List of questions for DHHS website Both consumers and interpreters

Consumers

List of questions for consumers (both deaf/hard of hearing and hearing)	Yes or No		Rate from 1 (worst) to 5 (best)				
	Y	N	1	2	3	4	5
1. Did you use one of the following services while you were at a state agency such as BMV, DFC, etc.?							
CART?							
Interpreter?							
VRI?							
What other services did you use?							
2. How satisfied are you with the services?							
If yes, why?							
If no, why?							
3. Have you noticed any changes in the services during the last two years?							
Positive changes?							
Negative changes?							
4. Recommendations on how to improve services:							
5. Any other comments?							

Interpreters/CART

List of questions for interpreters/CART providers	Yes or No		Rate from 1 (worst) to 5 (best)				
	Y	N	1	2	3	4	5
1. As a provider of accommodation services for the consumer at any state agencies, what services do you provide?							
CART?							
Interpreter?							
VRI?							
What other accommodation access did you provide?							
2. Do you feel the quality of services has increased?							
If yes, why?							
If no, why?							
3. Have you noticed any changes in the services during the last two years?							
Positive changes?							
Negative changes?							
4. Recommendations on how to improve services:							