

Questionnaire Information and Measurements

Question Number	209 RIHP Family Survey – Text of Questions	Response Scale	Positive Response Goal
Question 1	Did your family receive information about the Regional Infant Hearing Program (RIHP) and the services that are offered?	7 point Likert scale, range is from 1="received a little" to 7="received a great deal"	5 or higher
Question 2	Part of the purpose of the Regional Infant Hearing Program (RIHP) is to connect your family with the variety of programs and services available in your community that may be helpful to your family's needs. Have the RIHP staff connected you and your family to community resources such as parent support groups, other children or adults that are deaf, members of the deaf community, other activities or events related to deafness, etc.?	7 point Likert scale, range is from 1="poor job" to 7="excellent job"	5 or higher
Question 3	To what extent has the Regional Infant Hearing Program (RIHP) helped your family effectively communicate with your child?	same as Question 2	5 or higher
Question 4	To what extent has the Regional Infant Hearing Program-Parent Advisor provided you with information on all communication options?	same as Question 2	5 or higher
Question 5	To what extent has the Regional Infant Hearing Program-Parent Advisor provided you with local and state resources for these communication options?	same as Question 2	5 or higher
Question 6	To what extent has the Regional Infant Hearing Program (RIHP) helped your family be able to help your child develop and learn?	same as Question 2	5 or higher
Question 7	Did the RIHP program encourage your child and family to participate in parent support groups or other events with deaf children and families?	same as Question 2	5 or higher
Question 8	To what extent has the Regional Infant Hearing Program (RIHP) helped you understand realistic expectations for your child?	same as Question 2	5 or higher
Question 9	The Regional Infant Hearing Program (RIHP) professionals who work with you and your child want to know if the things they do are working. How often is your family able to tell if your child is making progress?	7 point Likert scale, range is from 1="seldom can tell" to 7="almost always can tell"	5 or higher
Question 10	Has the Regional Infant Hearing Program (RIHP) helped your family know and understand your rights? For example, your rights include the right to complain if you are dissatisfied with RIHP services or the right to accept some services and decline others.	same as Question 2	5 or higher
Question 11	Have the Regional Infant Hearing Program (RIHP) professionals who worked with your family to plan services or activities treated you with respect?	7 point Likert scale, range is from 1="little or no respect" to 7="great deal of respect"	5 or higher
Question 12	Overall, how satisfied are you with the Regional Infant Hearing Program (RIHP) services?	7 point Likert scale, range is from 1="very unsatisfied" to 7="very satisfied"	5 or higher

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Question 13	<p>Since your family first entered the RIHP program, how often have you received visits from the Regional Infant Hearing Program (RIHP) professionals in your home?</p>	<p>1="Never or almost never", 2="Two or three times a year", 3="Once every couple of months", 4="Once a month", 5="Two or three times a month", 6="About once a week", 7="More than once a week", 8="Don't understand", 9="Don't remember"</p>	<p>2 through 7</p>
Question 14	<p>Have you participated in the development of a plan - Individualized Family Support Plan (IFSP) for your family while participating in the Regional Infant Hearing Program (RIHP)?</p>	<p>1="Yes", 2="No", 3="Don't understand", 4="Don't remember"</p>	<p>Yes</p>
Question 15	<p>Are you aware of the transition process at age 3?</p>	<p>Same as Question 14</p>	<p>Yes</p>
Question 16	<p>The Regional Infant Hearing Program (RIHP) provides families procedures that should be taken should the family want to file a complaint. Are you aware of these procedures?</p>	<p>Same as Question 14</p>	<p>Yes</p>

2009 Family Survey - Response Distribution by Question

Question Number	Rating Scale and Descriptor of Response							Response Totals		Percent of Positive Responses
	Non-Positive Responses			Positive Responses				Positive Responses	All Responses	
	1	2	3	4	5	6	7			
Question 1	1	1	7	0	23	13	66	102	111	92%

Question Number	Rating Scale and Descriptor of Response							Response Totals		Percent of Positive Responses
	Non-Positive Responses			Positive Responses				Positive Responses	All Responses	
	1	2	3	4	5	6	7			
Question 2	1	0	5	4	27	9	64	100	110	91%
Question 3	1	1	2	3	25	16	63	104	111	94%
Question 4	0	1	2	5	15	15	71	101	110	92%
Question 5	0	1	5	10	24	10	58	92	108	85%
Question 6	1	1	0	2	26	14	67	107	111	96%
Question 7	1	0	6	14	25	13	47	85	106	80%
Question 8	1	1	2	5	24	17	61	102	111	92%
Question 10	2	1	2	6	18	11	71	100	111	90%

Question Number	Rating Scale and Descriptor of Response							Response Totals		Percent of Positive Responses
	Non-Positive Responses			Positive Responses				Positive Responses	All Responses	
	1	2	3	4	5	6	7			
Question 9	1	0	5	1	21	14	69	104	111	94%

Question Number	Rating Scale and Descriptor of Response							Response Totals		Percent of Positive Responses
	Non-Positive Responses			Positive Responses				Positive Responses	All Responses	
	1	2	3	4	5	6	7			
Question 11	0	0	0	1	7	6	97	110	111	99%

Question Number	Rating Scale and Descriptor of Response						Response Totals		Percent of Positive Responses
	Non-Positive Responses			Positive Responses			Positive Responses	All Responses	
	1 "Very unsatisfied"	2 "Unsatisfied"	3 "Both satisfied and unsatisfied"	4 "Satisfied"	5 "Very satisfied"				
Question 12	0	2	1	14	94	108	111	97%	

Question Number	Rating Scale and Descriptor of Response						Response Totals		Percent of Positive Responses
	Positive Responses			Non-Positive Responses			Positive Responses	All Responses	
	2 "2 or 3 times a year"	3 "once every couple of months"	4 "monthly"	5 "2 or 3 times a month"	6 "about once a week"	7 "more than twice a week"			
Question 13	1	8	45	43	13	1	111	111	100%

Question Number	Rating Scale and Descriptor of Response						Response Totals		Percent of Positive Responses
	Positive Responses			Non-Positive Responses			Positive Responses	All Responses	
	1 "yes"	2 "no"	3 "I don't understand the question"	4 "I don't understand the question"	5 "I don't remember"				
Question 14	94	9	2	3	4	4	94	109	86%
Question 15	94	11	1	1	4	4	94	110	85%
Question 16	83	17	0	0	11	11	83	111	75%