

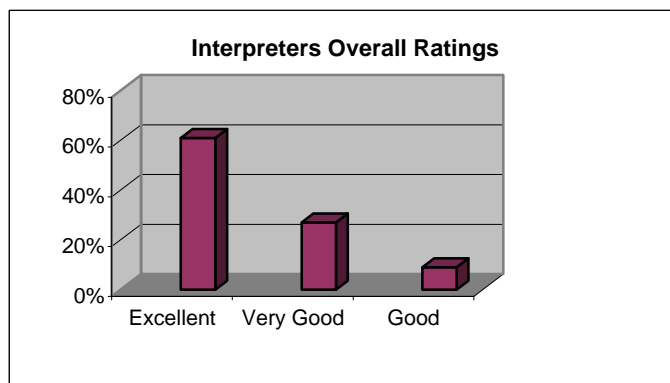
Program Report Card: Interpreting Services {Commission on the Deaf and Hearing Impaired}

Quality of Life Results: All Connecticut residents that are Deaf and Hard of Hearing will have greater opportunity for equal access.

Contribution to Results: Professional nationally certified Interpreters.

Partners: Interpreting Coordinators/Office staff with the Interpreting field staff.
Vendors/Requestors

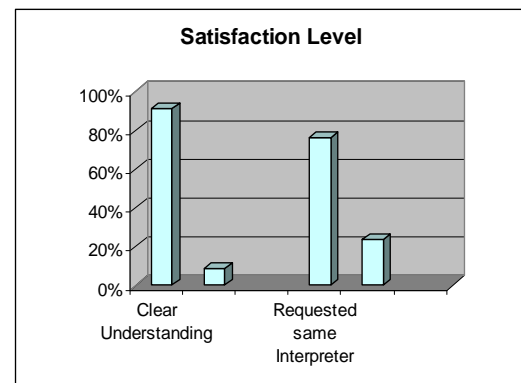
Performance Measure 1: The number of Interpreters receiving good to excellent overall rating.



Story behind the baseline: This measurement refers to survey given to college students who received interpreting services. The graph indicates a 97% of the interpreting services received a good or above rating.

Proposed actions to turn the curve: Include more consumers in the survey to see the results from a larger cross section of the community

Performance Measure 2: The level of satisfaction students achieved



Story behind the baseline: The number of students who were satisfied with interpreting services were 91%

Proposed actions to turn the curve: take into account the satisfaction level of students prior to the next semester scheduling