

# 2008 SpeechEasy Client Satisfaction Survey

## Overview:

In 2008, Eye Integrated Communications was retained by Janus Development Group, manufacturer of SpeechEasy, to conduct a customer satisfaction survey of 5,278 people who have purchased and not returned SpeechEasy devices since they were introduced to the public in 2001.

## Objective:

The intent was to garner objective, accurate feedback concerning the “real world” performance value of SpeechEasy fluency devices.

## Methodology:

Eye Integrated Communications created a questionnaire and mailed it to 5,278 customers, each whom had been fitted with a SpeechEasy device since its introduction in 2001. Customers had the option of filling out a hard copy of the survey and returning it by mail, or answering the same survey online. The online survey was created and maintained by Eye Integrated Communications, and was hosted on a secure web server. The online survey was password protected with each customer having to enter a unique, pre-assigned code in order to access the survey. This password protection further ensured the identity of the respondent and neutralized the threat of someone answering the survey more than once. Online results were tabulated and viewable on a real-time basis. Of those responding to this survey, 38.6% (365 of 946) did so online with the balance providing hard copies via return mail.

## Results:

Of the 5,278 people who received the survey, 946 (17.9%) responded, which is a large and statistically relevant sample size. Following, you will find their responses broken into two sections:

- Summary of the Key Findings
- Raw Response Data: Survey Questions and Answers - tabulated with percentages.\*

\*As a note, you may notice in that there is some fluctuation in the total number of respondents from one question to the next. As the quantity of respondents for each question was recorded exactly as received, with no alterations, these numbers simply reflect that all respondents did not answer all questions.

## Summary of Key Findings

- Of the 5,278 people who received the survey, 946 (17.9%) responded.
- Of the 946 respondents, over 80% have owned their device for more than 1 year.
- Over 70% indicated that SpeechEasy has made a positive to very positive impact on their life.
- Over 75% are satisfied with their decision to obtain a SpeechEasy device.
- Nearly 85% of those who use the device would recommend SpeechEasy to others as a treatment option to improve fluency.
- Of those who responded, 13% rated their fluency as ‘good to excellent’ before receiving SpeechEasy. With 69% rating their fluency as ‘good to excellent’ after receiving SpeechEasy.
- Greater than 50% responded that, since wearing their SpeechEasy, they have experienced:
  - Less stress in social situations
  - Improved self-esteem
  - Improved self-confidence

## Raw Response Data: Survey Questions and Answers

<b>1. Are you male or female?</b>	<b>100% (946/946)</b>
Male	73.9% (699/946)
Female	26.1% (247/946)
<b>2. To which age group do you belong?</b>	<b>99.6% (942/946)</b>
Under 17	17.4% (164/942)
18-25	21.1% (199/942)
26-35	18.8% (177/942)
36-50	21.9% (206/942)
51-65	15.3% (144/942)
Over 65	5.5% (52/942)
<b>3. What level of education best describes you?</b>	<b>95.5% (903/946)</b>
Some high school	15.7% (140/903)
High school graduate	16.7% (151/903)
Some college	23.3% (210/903)
College graduate	28.8% (260/903)
Graduate degree or higher	15.7% (142/903)
<b>4. How did you first hear about SpeechEasy?</b>	<b>99.7% (943/946)</b>
Speech Language Pathologist (SLP) at a School	6.5% (61/943)
Speech Language Pathologist (SLP) at a Private Practice	11.1% (105/943)
Speech Language Pathologist (SLP) at a Hospital	2.3% (22/943)
Speech Language Pathologist (SLP) at Other	1.5% (14/943)
Physician	1.0% (9/943)
Internet	10.1% (95/943)
TV show	38.2% (360/943)
Vocational Rehabilitation Counselor	3.3% (31/943)
Friend/ relative	17.3% (163/943)
Print article	5.5% (52/943)
Other (please specify)	3.3% (31/943)
<b>5. How long have you owned your SpeechEasy?</b>	<b>99.5% (941/946)</b>
Less than 6 months	7.8% (73/941)
7 months-one year	8.8% (83/941)
1-2 years	29.0% (273/941)
3-4 years	27.8% (262/941)
More than 4 years	26.6% (250/941)
<b>6. During an average week, how many days do you wear your SpeechEasy device?</b>	<b>99.4% (940/946)</b>
1	34.8% (323/940)
2	8.8% (83/940)
3	9.8% (92/940)
4	8.2% (77/940)
5	18.8% (177/940)
6	6.4% (60/940)
7	13.6% (128/940)
<b>7. In an average day, how many total hours do you wear your SpeechEasy device?</b>	<b>99.3% (939/946)</b>
Less than one hour	30.8% (289/939)
1-3 hours	18.4% (173/939)
4-6 hours	21.9% (206/939)
7-9 hours	18.7% (176/939)
10-12 hours	7.2% (68/939)
More than 12 hours	2.9% (27/939)

<b>8. Before obtaining your SpeechEasy, how would you rate your fluency?</b>	<b>99.0% (937/946)</b>
Poor	37.7% (535/937)
Fair	49.6% (465/937)
Good	11.1% (104/937)
Very good	1.4% (13/937)
Excellent	0.2% (2/937)
<b>9. Since obtaining your SpeechEasy, how do you rate your fluency?</b>	<b>98.6% (933/946)</b>
Poor	7.3% (68/933)
Fair	23.8% (222/933)
Good	34.5% (322/933)
Very good	28.8% (269/933)
Excellent	5.6% (52/933)
<b>10. Before purchasing your SpeechEasy, did you participate in speech therapy with a speech language pathologist? If yes, how long did you participate in therapy?</b>	<b>99.2% (938/946)</b>
I did not participate in therapy	23.6% (221/938)
Yes, 1-4 months	11.2% (105/938)
Yes, 5-8 months	6.6% (62/938)
Yes, 9-12 months	5.2% (49/938)
Yes, More than 12 months	53.4% (501/938)
<b>10b. How would you describe the results?</b>	<b>97.8% (925/946)</b>
Not applicable	22.1% (204/925)
Poor	18.1% (167/925)
Fair	34.7% (321/925)
Good	18.3% (169/925)
Very good	6.2% (57/925)
Excellent	.8% (7/925)
<b>11. Since purchasing your SpeechEasy, have you participated in speech therapy? If yes, how long did you participate in therapy using the SpeechEasy device?</b>	<b>98.8% (935/946)</b>
No	69.9% (654/935)
Yes, 1-4 months	12.2% (114/935)
Yes, 5-8 months	4.3% (40/935)
Yes, 9-12 months	3.7% (35/935)
Yes, More than 12 months	9.8% (92/935)
<b>11b. If yes, how would you describe the results?</b>	<b>95.8% (906/946)</b>
Not applicable	66.3% (601/906)
Poor	3.5% (32/906)
Fair	7.8% (71/906)
Good	12.5% (113/906)
Very good	7.1% (64/906)
Excellent	2.8% (25/906)
<b>12. How do you rate the knowledge, skill, and helpfulness of the SLP who fit you with your SpeechEasy and instructed you in its use?</b>	<b>98.6% (933/946)</b>
Poor	3.0% (28/933)
Fair	7.4% (69/933)
Good	21.0% (196/933)
Very good	31.8% (297/933)
Excellent	36.8% (343/933)

**13. For the following situations, how often do you wear your SpeechEasy?**

<b>Work environment</b>	<b>89.0%</b>	<b>(842/946)</b>
Always	19.4%	(163/842)
Most of the time	18.8%	(158/842)
Sometimes	18.4%	(155/842)
Rarely	9.0%	(76/842)
Never	34.4%	(290/842)
<b>Phone conversations</b>	<b>91.5%</b>	<b>(866/946)</b>
Always	17.8%	(154/866)
Most of the time	21.0%	(182/866)
Sometimes	20.2%	(175/866)
Rarely	12.6%	(109/866)
Never	28.4%	(246/866)
<b>Personal conversations</b>	<b>92.0%</b>	<b>(870/946)</b>
Always	13.4%	(117/870)
Most of the time	20.5%	(178/870)
Sometimes	24.0%	(209/870)
Rarely	13.4%	(117/870)
Never	28.6%	(249/870)
<b>Dining out</b>	<b>91.2%</b>	<b>(863/946)</b>
Always	11.4%	(98/863)
Most of the time	12.3%	(106/863)
Sometimes	15.6%	(135/863)
Rarely	16.1%	(139/863)
Never	44.6%	(385/863)
<b>Sporting events</b>	<b>88.4%</b>	<b>(836/946)</b>
Always	3.9%	(33/836)
Most of the time	5.5%	(46/836)
Sometimes	6.3%	(53/836)
Rarely	13.9%	(116/836)
Never	70.3%	(588/836)
<b>Public speaking situations</b>	<b>89.5%</b>	<b>(847/946)</b>
Always	43.0%	(364/847)
Most of the time	14.4%	(122/847)
Sometimes	9.6%	(236/847)
Rarely	5.2%	(44/847)
Never	27.9%	(81/847)

**14. Since wearing your SpeechEasy, have you experienced any of the following?  
(Check all that apply.)**

Improved performance at work	26.2%	(248/946)
Obtaining a better job	7.8%	(74/946)
Less stress in social situations	53.6%	(507/946)
Less stress in professional situations	40.1%	(379/946)
Improved self-esteem	51.0%	(482/946)
Improved quality of life	35.2%	(333/946)
Improved social relationships	34.8%	(329/946)
Improved self-confidence	59.6%	(564/946)

**15. Overall, are you satisfied with your decision to obtain a SpeechEasy device?**

<b>98.5%</b>	<b>(932/946)</b>	
Yes	76.5%	(713/932)
No	23.5%	(219/932)

<b>16. Which statement best reflects your opinion?</b>	<b>98.3% (930/946)</b>
SpeechEasy has made a very positive impact on the quality of my life.	27.8% (259/930)
SpeechEasy has made a positive impact on the quality of my life.	42.9% (39/930)
SpeechEasy has made no impact on the quality of my life.	25.4% (236/930)
SpeechEasy has had a negative impact on the quality of my life.	3.9% (36/930)
<b>17. Would you recommend SpeechEasy to others as an option to improve fluency?</b>	<b>97.4% (921/946)</b>
Yes	84.4% (777/921)
No	15.6% (144/921)
<b>18. How do you rate the performance of Janus Development Group in assisting you with your customer service needs before and after your SpeechEasy purchase?</b>	<b>98.1% (928/946)</b>
Not applicable – At this time I have had no contact with Janus.	41.6% (386/928)
Poor	4.2% (39/928)
Fair	5.2% (48/928)
Good	15.9% (148/928)
Very good	17.2% (160/928)
Excellent	15.8% (147/928)
<b>19. Why did you choose the model you chose?</b>	<b>97.8% (925/946)</b>
Cost	8.0% (74/925)
Comfort	22.8% (211/925)
Performance	14.9% (138/925)
SLP recommendation	36.0% (333/925)
Other (please specify)	18.3% (169/925)