

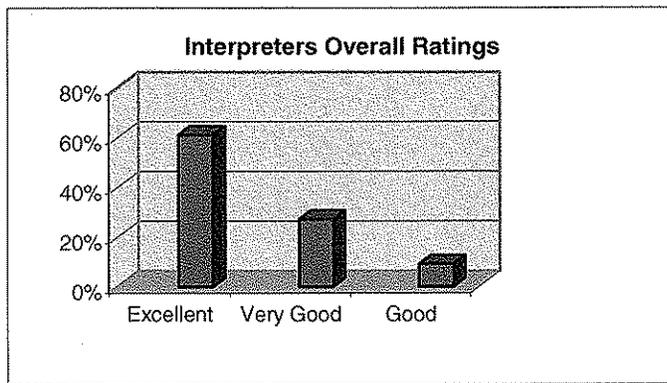
## Program Report Card: Interpreting Services {Commission on the Deaf and Hearing Impaired}

*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

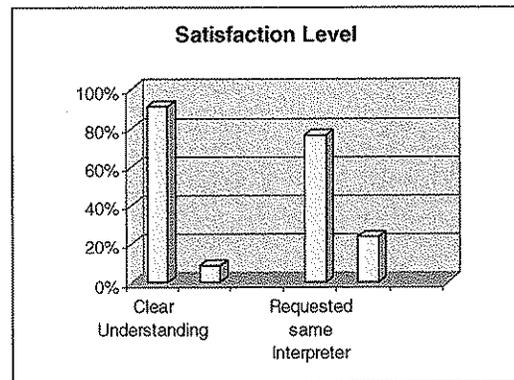
**Performance Measure 1:** The number of Interpreters receiving good to excellent overall rating.



**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