

2022-2023 Florida Heiken Satisfaction Survey Results Obtained from School Coordinators

Did you have any difficulty scheduling your school visit?	Were you satisfied with the overall scheduling process?	Did the IVP team arrive at your school by the scheduled time	Did the exams begin within one hour from arrival	Were the exams finished by the end of the school day?	Were all the students in attendance able to be seen?
2%	98%	95%	98%	100%	95%

Testimonials:

“Jupiter Elementary School would like to thank the entire Florida Heiken staff for their professionalism, friendliness and timeliness. This is the second year we have used the Heiken van and it has been a wonderful experience and opportunity for our families. The convenience of having 30 of our students receive free eye exams during the school day and their glasses sent directly to their home. One student in particular was identified and referred by the teacher. They were having difficulty seeing the board in class and with the new glasses... they are doing very well academically. The staff and parents of Jupiter Elementary are very appreciative... thank you!”

“Thank you so much for your service. Carmen made every student feel safe and comfortable.”

“I am taken aback by your generosity! Thank you so very much for providing glasses for our kids! When I first got this message I was overwhelmed by the importance of this kind of gift, and more than thankful for your efforts! Lake Worth Middle School administration, staff and students cannot thank you enough, but we thank you enormously for helping our students be better able to access their education through the gift of better vision!!!”

“We at Just Kids Centers want to thank you for the service that you have provided our students. They are so happy with their new glasses.”

“I just wanted to share some more information with you on that little boy that had the very strong prescription that was over the top with joy when he got his glasses. They call him Joey. He’s 7. He asked his teacher when he got back to the classroom, what the spots on her face were. The spots on her face were freckles. He had never seen them before on her face. He was telling several of the teachers how skinny they looked. I told him it was because we were all fat blurry blobs before he got his glasses now he sees in detail. He looked at the vice principal today and told her she was beautiful. He was so busy looking at everything and asking questions what different things were. I called his mom to ask her if I could use his name in the newsletter article for the health department. She said he has never worn glasses before. She said his doctor had told her he needed to go to have his eyes checked, but she just had never done it. She said he always looks at stuff with his face very close to it. He had me crying after you left because they brought him back up to the office. The principal brought him to me for him to tell me the stories of these things that he was seeing. I wasn’t the only one crying in the room trust me!”

“We were very thankful for your visit. The ladies were courteous, kind, and professional.”

“I have to share this story of a little boy dear to my heart who was having difficulty reading in the first grade. He received his glasses in the beginning of second grade. He makes sure that he always wears his glasses to school and everywhere he goes. He puts his glasses in the same place every night before going to bed. Ethan’s grades have improved tremendously. He feels better about himself due to the fact that he can see better and he made the Honor Roll for the second marking period. Thank you for all that you do to assist our children.”