

Client Satisfaction Survey

We are continuously evaluating your satisfaction with our services and the quality of health care you receive from us. We would appreciate your taking a few minutes to answer the following questions. Your answers will remain anonymous unless you choose to identify yourself. Thank you for your help.

1. The problems, feelings or situation that brought me to counseling are:
 - a. Much Improved
 - b. Improved
 - c. About the same
 - d. Worse
 - e. Much worse

2. Because of counseling, I understand the problems well enough to manage them in the future:
 - a. Strongly agree
 - b. Agree
 - c. Not certain
 - d. Disagree
 - e. Strongly disagree

3. My counselor was knowledgeable and competent:
 - a. Definitely yes
 - b. Probably yes
 - c. Maybe
 - d. Probably not
 - e. Definitely not

4. My counselor was able to listen to and understand my problems:
 - a. Definitely yes
 - b. Probably yes
 - c. Maybe
 - d. Probably not
 - e. Definitely not

5. If I need help in the future I would feel comfortable calling this counselor:
 - a. Definitely yes
 - b. Probably yes
 - c. Maybe
 - d. Probably not
 - e. Definitely not

6. I would recommend this counselor to others that need help:
 - a. Definitely yes
 - b. Probably yes
 - c. Maybe
 - d. Probably not
 - e. Definitely not

7. The interest shown by my counselor in helping me to solve my problems was:
 - a. Very satisfactory
 - b. Satisfactory
 - c. Neither satisfactory or unsatisfactory
 - d. Unsatisfactory
 - e. Very unsatisfactory

8. The interest shown by my counselor in helping me to solve my problems was:
 - a. Very satisfactory
 - b. Satisfactory
 - c. Neither satisfactory or unsatisfactory
 - d. Unsatisfactory
 - e. Very unsatisfactory

9. The cost for the counseling services was:
 - a. Very satisfactory
 - b. Satisfactory
 - c. Neither satisfactory or unsatisfactory
 - d. Unsatisfactory
 - e. Very unsatisfactory

10. The location and accessibility of the office was:
 - a. Very satisfactory
 - b. Satisfactory
 - c. Neither satisfactory or unsatisfactory
 - d. Unsatisfactory
 - e. Very unsatisfactory

11. The appearance and comfort of the office was:
 - a. Very satisfactory
 - b. Satisfactory
 - c. Neither satisfactory or unsatisfactory
 - d. Unsatisfactory
 - e. Very unsatisfactory

12. Additional comments:
