

Client Satisfaction Survey (May 19, 2005 version)

Institute for Substance Abuse Treatment Evaluation (I-SATE), The University of Memphis

<i>How satisfied were you with</i>	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied
1. the way you were generally greeted by the receptionist?	___	___	___	___
2. the waiting (if any) for a scheduled therapist appointment?	___	___	___	___
3. the time it took for the staff to return your calls?	___	___	___	___
4. your counselor(s) in general?	___	___	___	___
5. the professionalism and knowledge of the staff?	___	___	___	___
6. staff treating you with dignity and respect?	___	___	___	___
7. staff making you feel comfortable asking questions?	___	___	___	___
8. staff being sincerely interested in you?	___	___	___	___
9. staff being sensitive to your ethnic background?	___	___	___	___
10. staff maintaining confidentiality of your information?	___	___	___	___
11. the way program expectations were explained to you?	___	___	___	___
12. the program's informing you of rules and policies?	___	___	___	___
13. the structure and organization of the treatment?	___	___	___	___
14. relapse prevention skills provided by the program?	___	___	___	___
15. the program's meeting your recovery needs?	___	___	___	___
16. the helpfulness of the handouts given by the program?	___	___	___	___
17. staff providing referrals for support services?	___	___	___	___
18. the cleanliness and comfort of the agency?	___	___	___	___
19. the agency maintaining a drug-free environment?	___	___	___	___
20. the overall quality of the program?	___	___	___	___
21. the overall helpfulness of the program?	___	___	___	___

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