

**SPNS Program Cooperative Agreement Evaluation
Module 11: Client Satisfaction Survey
Page 1 of 2
National Evaluation by The Measurement Group**

Shaded area is FOR OFFICE USE ONLY:

ID Letters	ID Numbers	Site	Sub-Provider	Date		
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				Month	Day	Year
Staff Code <input type="text"/> <input type="text"/> <input type="text"/>		How will this questionnaire be completed?				
		<input type="radio"/> Self-Administered <input type="radio"/> Self-Administered with help <input type="radio"/> Face-to-face interview <input type="radio"/> Phone interview				

CLIENT: Would you please provide the following information?		
Instructions: Darken the bubbles corresponding to your selected responses or by filling in your response in the boxes or space provided.	Your Gender: <input type="radio"/> Male <input type="radio"/> Female Your Age: <input type="text"/> <input type="text"/>	What is your primary ethnic/cultural/racial background? Fill in all that apply: <input type="radio"/> White (including Caucasian, Middle Eastern North African) but not Hispanic <input type="radio"/> African-American/Black (but not Hispanic) <input type="radio"/> Hispanic/Latino <input type="radio"/> Asian/Pacific Islander <input type="radio"/> Native American, Aleutian, Alaskan or Eskimo

What are your opinions about the following?:

1. Overall, I think the services here are: a. <input type="radio"/> Excellent b. <input type="radio"/> Very Good c. <input type="radio"/> Good d. <input type="radio"/> Fair e. <input type="radio"/> Poor
2. The information that I have received here has been: a. <input type="radio"/> Very helpful b. <input type="radio"/> Helpful c. <input type="radio"/> Not very helpful d. <input type="radio"/> Not at all helpful
3. The staff here answer my questions: a. <input type="radio"/> All of the time b. <input type="radio"/> Most times c. <input type="radio"/> Sometimes d. <input type="radio"/> Rarely or never
4. The staff here tell me in advance about treatment procedures that I should have: a. <input type="radio"/> All of the time b. <input type="radio"/> Most times c. <input type="radio"/> Sometimes d. <input type="radio"/> Rarely or never
5. The staff here treat me like I am an individual with unique needs and concerns: a. <input type="radio"/> All of the time b. <input type="radio"/> Most times c. <input type="radio"/> Sometimes d. <input type="radio"/> Rarely or never
6. The staff here respect my privacy: a. <input type="radio"/> All of the time b. <input type="radio"/> Most times c. <input type="radio"/> Sometimes d. <input type="radio"/> Rarely or never
7. The staff here are available to help me when I have questions: a. <input type="radio"/> All of the time b. <input type="radio"/> Most times c. <input type="radio"/> Sometimes d. <input type="radio"/> Rarely or never
8. Would you tell your friends that they should come here if they have needs like yours? a. <input type="radio"/> Definitely yes b. <input type="radio"/> Probably c. <input type="radio"/> Probably not d. <input type="radio"/> Definitely not

If you are AGE 24 OR YOUNGER, please answer the following question:
9. The staff here understand the treatment needs of young people: a. <input type="radio"/> All of the time c. <input type="radio"/> Sometimes b. <input type="radio"/> Most times d. <input type="radio"/> Rarely or never

If you are AGE 55 OR OLDER, please answer the following question:
10. The staff here understand the treatment needs of older adults: a. <input type="radio"/> All of the time c. <input type="radio"/> Sometimes b. <input type="radio"/> Most times d. <input type="radio"/> Rarely or never

If you are a PERSON OF COLOR, please answer the following question:
11. The staff here understand the treatment needs of people of my ethnic/cultural group: a. <input type="radio"/> All of the time c. <input type="radio"/> Sometimes b. <input type="radio"/> Most times d. <input type="radio"/> Rarely or never

If you are FEMALE, please answer the following question:
12. The staff here understand the treatment needs of women: a. <input type="radio"/> All of the time c. <input type="radio"/> Sometimes b. <input type="radio"/> Most times d. <input type="radio"/> Rarely or never

CONTINUE ON THE NEXT PAGE

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Staff Code	<input type="text"/> <input type="text"/> <input type="text"/>			

13. If we were going to make changes to improve services for you or people like you, what changes would you like to see us make? (please print neatly inside the box below)