

Kilgore Samaritan Counseling Center
918 Ormsby Lane ◇ Louisville, KY 40242
6710 Wolf Pen Branch Rd. ◇ Harrod's Creek, KY 40027
Phone: 502-327-4266 ◇ Fax: 502-327-4675

CLIENT SATISFACTION SURVEY for CY 2011

Note to Clients: This anonymous survey will help our Center improve the quality of its services. Your candid input will be very much appreciated. Please answer all of the questions. Written comments are especially helpful. **If you wish to complete your survey outside the office, please ask for a self-addressed stamped envelope for return mailing (SASE).**

Data Compiled: Nov 15, 2011 – Dec 15, 2011

Your Therapist _____

Number of Therapy Sessions You Have Had: 1-5 5-10 10-20 More than 20

Type of Therapy: Individual Couple Family Group

1 – Low ◇ 2 – Below Average ◇ 3 – Average ◇ 4 Above Average ◇ 5 High						
Q #	Item: Please Circle your satisfaction from 1 to 5	Degree of Satisfaction				
1	Environment: Location, waiting area, therapy room	1	2	3	4	5
2	Front Desk (Melissa): Courtesy, Efficiency, Helpfulness	1	2	3	4	5
3	“Back Office” (Brenda): Courtesy, Efficiency, Helpfulness	1	2	3	4	5
4	Received adequate information to make an informed consent	1	2	3	4	5
5	Therapist understood and responded to my concerns and needs	1	2	3	4	5
6	My therapist and I developed and discussed goals together	1	2	3	4	5
7	I believe that I am making progress in my therapy	1	2	3	4	5
8	Understanding myself more and seeing differences inside myself	1	2	3	4	5
9	Readiness to refer a friend or family member to the Center	1	2	3	4	5
10	Readiness to return to the Center if the need should arise	1	2	3	4	5
11	Overall Satisfaction with my therapy experience at the Center	1	2	3	4	5
12	If I had spiritual concerns, they were included appropriately.	1	2	3	4	5

Referral: How were you referred to us? _____

Comments: _____

While this survey is anonymous, you may include your name and date if you so choose.

Name: _____ Date: _____

Check here if you would like your name to be put on the Center's mailing list to receive our periodic newsletters and other announcements.

Thank you. The Therapists, Staff and Board at the Kilgore Samaritan Counseling Center.