

HEARTLAND COUNSELING AND CONSULTING CLINIC CUSTOMER COMMENT

Please help us learn what we can do to better serve you.

McCook results—70 given out—69 returned - 98.57%

1. When you first contacted us, were we friendly and helpful?

1 2 3 4 5  
not at all very

1 10 58

2. Were you satisfied with arrangements for your appointments?

1 2 3 4 5  
not at all very

6 9 54

3. When you came in for your appointments, were you greeted and made to feel welcome?

1 2 3 4 5  
not at all very

14 54

4. Was the staff helpful?

69 YES NO

5. If you were eligible for the sliding fee scale, was it adequately explained?

49 YES NO 20 NOT APPLICABLE

6. Do you think your counselor or therapist has a good understanding of your problems?

1 2 3 4 5  
very poor very good

2 3 16 46

7. Overall, how would you rate your relationship with your therapist or counselor's?

1 2 3 4 5  
very poor excellent

1 1 2 14 50

8. If you had the need, would you return here for services?

1 2 3 4 5  
definitely not definitely

4 7 56

9. Would you refer family or friends here?

1 2 3 4 5  
definitely not definitely

2 7 59