

HEARTLAND COUNSELING AND CONSULTING CLINIC CUSTOMER COMMENT

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

North Platte—106 given out—102 returned - 96.23%

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

1 2 3 4 5  
not at all very

1 1 3 9 87

2. Were you satisfied with arrangements for your appointments?

1 2 3 4 5  
not at all very

1 4 16 80

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

3 11 86

4. Was the staff helpful?

101 YES NO

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

81 YES 1 NO 19 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

4 15 81

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

1 2 3 4 5  
very poor excellent

6 25 67

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

1 2 3 4 5  
definitely not definitely

4 7 88

9. Would you refer family or friends here?

1 2 3 4 5  
definitely not definitely

1 14 86

10. I have come here for services:

17 less than 3 times 15 3 - 10 times 71 over 10 times