

## Access to Counseling - Consumer Satisfaction Survey

Date completed: \_\_\_\_\_

Area	Item	Response		
<b>Accessibility</b>	Are you able to get all of the services that you believe that you need?	Yes	No	N/A
	Are you treated with respect by the receptionist when you call or visit the office?	Yes	No	N/A
	Are your clinicians sensitive to your cultural and ethnic background?	Yes	No	N/A
	Do you feel that you can ask your clinician questions about your treatment?	Yes	No	N/A
	Were you given written information about Access to Counseling's services in the language with which you feel most comfortable?	Yes	No	N/A
<b>Efficiency</b>	Did you receive services soon after requesting help?	Yes	No	N/A
	If you requested other services, did your clinician assist you promptly?	Yes	No	N/A
<b>Effectiveness</b>	Have the services you've received helped you deal more effectively with daily problems?	Yes	No	N/A
	As a result of the services that you've received through A2C, do you feel that you are getting along better with your friends and family?	Yes	No	N/A
<b>Satisfaction</b>	If you had a friend who needed help, would you recommend Access to Counseling?	Yes	No	N/A
	Are you satisfied with the services that you've received from Access to Counseling?	Yes	No	N/A

Please leave **anonymous** and mail to:  
 Access to Counseling  
 3033 NW 63<sup>rd</sup> Street, Suite 100  
 Oklahoma City, OK 73116