

Draft Client Satisfaction Survey Feedback

DPC

“No problems with the form”

“Wasn’t sure what sexual orientation meant”

“Confusion when to use ‘Does Not Apply’ – instead wrote ‘items marked #3 are the services I have not used
One client used ‘Does Not Apply’ appropriately

Gave very informative comments that we could work on

Wright House Wellness Center – Clients reported no problems.

ASA

Staff suggests reconsider “Sexual Orientation” since it seems like what we want is route of transmission.

Clients seem to have difficulty with “Sexual Orientation” – several had problems spelling the word heterosexual

Question 2 “The times that AGENCY services are available” – One client felt this was confusing. Not clear whether was asking agency hours or hours when the CM is available

Question 12 Transportation – Client stated possible misunderstanding or in-accurate responses to Trans Services due to new changes to CapMetro fares and STS.

Client mentioned the layout of the survey seemed to flow well and was easy to understand

ASA – WRP

Staff Suggestions:

2 page double sided document is great

Highlight the “PLEASE TURN THE PAGE ... or make sure whoever hands out the survey calls attention to the reverse side of the document

Raise the font size of the “COMMENTS to draw attention to this section. After checking boxes easy to skip past the comments section

#12 Transportation – awkwardly phrased

One client responded to the “Client Advocacy Services” who does not receive this service

Liked that the survey was so short

Didn’t notice that the survey continued on the back

Small print

Comments section at bottom of first page easily overlooked (both clients admitted they were very tired so that might have been a factor

Both clients had to think about # 12 Transportation before they were able to restate their understanding of the statement

PT

Staff suggested changing the way HOPWA is worded – add more descriptive information