

Pathways Counseling Center, Inc.

835 North Locust St.

Ottawa, OH 45875

New Client Survey: July-September 2010 – Friends or Family

In order to maintain quality service at Pathways Counseling Center, we need your input concerning your initial contact with the agency. Please answer the following questions to the best of your knowledge. Please feel free to add comments where appropriate.

1. How were you referred to Pathways Counseling Center?

Court Ordered

Advertisement/Phone Book

Referral by Another Agency

Friends or Family

Self

Other: (Please list) _____

2. Were you able to schedule an appointment in a timely manner?

yes

no

no answer

Comment:

Same week. Thank you.

3. Did you receive friendly and courteous service over the phone?

yes

no

no answer

Comment:

4. Were you treated with respect during your first visit to Pathways?

yes

no

no answer

Comment:

So far.

All good.

5. Based on your referral and first appointment, what can Pathways do to better serve you and other new clients?

Trust, honesty and communication. (marked all yes)

Nothing, everything was good.

Everything was good.

Nothing.

Very friendly.