

Pathways Counseling Center, Inc.

835 North Locust St.

Ottawa, OH 45875

New Client Survey: July – September 2010 – Another Agency

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

14 Referral by Another Agency

Friends or Family

Self

Other: (Please list) _____

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

14 _yes 0 _no

Comment:

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

13 _yes 0 _no 1 _no answer

Comment:

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

8 _yes 0 _no 6 _no answer

Comment:

Still haven't went through all process.

Not all the way through yet.

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

Unaware of programs. More advertising.

Help me better myself.

Please help me be a mother to my children and a better person.