

Pathways Counseling Center, Inc.

835 North Locust St.

Ottawa, OH 45875

New Client Survey: July - September 2010 - Other

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

28_Other: *Doctor 15, Lawyer 1, Hospital 4, JFS Logan Co. 1, ATSI 1, Priest 1, Am a former client 1, Worth Center 1, Fresh Start 1, Work 2*

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

27_yes

0_no

1_no answer

Comment:

Took 1 1/2 weeks. (answered yes)

Didn't schedule. KMI did.

Pathways cancelled my first appointment. (answered yes)

Very pleased.

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

23_yes

0_no

5_no answer

Comment:

My doctor made the appointment.

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

20_yes

0_no

8_no answer

Comment:

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

I don't know yet.

Yes

Everything was good.

You're doing a fine job so far.

Talk to me about my depression.

Nothing. They were professional and respectful.