

## CLIENT SATISFACTION SURVEY

Name (optional) \_\_\_\_\_

Following your assessment -OR- Over the course of your treatment, how satisfied were you with the following items?

(Please circle one answer on each line)	Very Satisfied	Somewhat Satisfied	Neutral	Dissatisfied
Ease of scheduling appointments	4	3	2	1
Courtesy of person who scheduled your appointment	4	3	2	1
Convenience of your appointment time	4	3	2	1
Please rate the overall appearance of the facility	4	3	2	1
How would you rate the appearance of the therapy room	4	3	2	1
How would you rate the accessibility of the facility	4	3	2	1
Speed of check-in process	4	3	2	1
Courtesy of staff in the reception area	4	3	2	1
Length of wait before being seen by a therapist	4	3	2	1
Our concern for your privacy	4	3	2	1
Friendliness/courtesy of our therapist	4	3	2	1
Explanations the therapist gave you about your program	4	3	2	1
Concern the therapist showed for your therapy needs	4	3	2	1
Communication between the SLP and patient	4	3	2	1
Clarity of your Home Program/Carry-Over Activities	4	3	2	1
Quality of care received from the student/supervisor	4	3	2	1
Coordination of appointments and follow up care	4	3	2	1
Overall rating of the therapy experience?	4	3	2	1

(Please circle one answer on each line)

Likelihood of your recommending our services to others?	Yes	No
Likelihood our your returning if treatment is needed in the future?	Yes	No

**ADDITIONAL COMMENTS:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Thank you for your time and consideration!*

**Salus University Health also offers comprehensive vision, hearing and balance care services.  
If interested in more information, please check the box below**

- The Eye Institute of Salus University's services include: pediatric and adult eye care, low vision and rehabilitation services, specialty contact lens, designer eyewear and more.
- The Pennsylvania Ear Institute of Salus University's services include: pediatric and adult hearing evaluations, vestibular and balance treatment, hearing aid fitting and repair and more.