

Client Satisfaction Survey (January 18, 2006 version)

Institute for Substance Abuse Treatment Evaluation (I-SATE)
The University of Memphis

<i>How satisfied were you with</i>	Satisfied	Somewhat Satisfied	Not Satisfied
1. the professionalism and knowledge of the staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. staff treating you with dignity and respect?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. staff being sensitive to your ethnic & cultural background?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. the program's informing you of rules and policies?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. staff explaining your rights and responsibilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. staff helping you develop a long-term personal recovery plan?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. staff connecting you with community resources to support your recovery?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. the cleanliness and safety of the facility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. the agency maintaining a drug-free environment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. the overall helpfulness of the program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>