

COUNSELING SERVICES MEMBER SATISFACTION SURVEY

Let us know about your recent contact with Antioch Counseling Services. Please take a few minutes to complete the survey and return via email to Kjohnson@afmbc.org.

1. Why did you contact the Antioch Counseling Service?
 - a. recommended appointment
 - b. inquired about counseling services
 - c. attend a group
 - d. obtain assistant with a referral
 - e. none of the above

2. How did you contact Antioch Counseling Service?
 - a. phone
 - b. text message
 - c. e-mail
 - d. in person

Using the scale below, please check the response that best describes you experience(s) with Antioch Counseling Service

1	2	3	4	5	6
Poor	Below Average	Average	Above Average	Outstanding	Not Applicable
MAKING CONTACT					
Ease of making appointment	1	2	3	4	5 6
The day/time for session(s) suited my schedule	1	2	3	4	5 6
PREPARATION					
Organized and prepared for session	1	2	3	4	5 6
How well did your experience align with Biblical Teaching	1	2	3	4	5 6
The handouts, written materials and visual aids were useful	1	2	3	4	5 6
The session lasted about the right amount of time	1	2	3	4	5 6
COUNSELOR					
Counselor aligned session with the Word of God	1	2	3	4	5 6
Counselor knowledge and expertise	1	2	3	4	5 6
Counselor return calls, texts, e-mails in a timely manner	1	2	3	4	5 6
Counselor overall professionalism	1	2	3	4	5 6
FACILITY					
The location was convenient for me	1	2	3	4	5 6
OVERALL					
How would you rate your counseling experience?	1	2	3	4	5 6

Additional comments:

THANK YOU FOR YOUR TIME