

Client Satisfaction Survey

The Counseling Center staff is interested in obtaining your comments about the services offered to you. Your feedback helps us to improve the quality and effectiveness of the counseling program. Please complete this questionnaire and return it to the box in the Counseling Center or mail it to back to us in the envelope provided (210 Health Center, 1019 Campus Drive, Ferris State University, Big Rapids, MI 49307).

At this time, my counseling

_____ is still in progress

_____ has been completed

4 = True to a great extent

3 = Mostly true

2 = Somewhat true

1 = Not at all true

0 = Does not apply

How long have you been involved in counseling at FSU? _____

- | | | | | | | |
|-----|--|--------------|---|---|---|---|
| 1. | I was treated considerably and respectfully by the Counseling Center staff. | 4 | 3 | 2 | 1 | 0 |
| 2. | My counselor acted professionally. | 4 | 3 | 2 | 1 | 0 |
| 3. | My counselor understood my problems and concerns | 4 | 3 | 2 | 1 | 0 |
| 4. | My counselor and I worked well together. | 4 | 3 | 2 | 1 | 0 |
| 5. | I felt safe to talk about my issues in counseling. | 4 | 3 | 2 | 1 | 0 |
| 6. | My counselor helped me to find my own solutions. | 4 | 3 | 2 | 1 | 0 |
| 7. | I could have done more to make counseling more useful for me. | 4 | 3 | 2 | 1 | 0 |
| 8. | My counselor could have done more to make counseling more useful for me. | 4 | 3 | 2 | 1 | 0 |
| 9. | I am satisfied with the accomplishments that I made in counseling. | 4 | 3 | 2 | 1 | 0 |
| 10. | My concerns that brought me to the Counseling Center have improved as a result of the services provided. | 4 | 3 | 2 | 1 | 0 |
| 11. | My academic performance has improved as a result of my participation in counseling. | 4 | 3 | 2 | 1 | 0 |
| 12. | What I have learned from coming to the Counseling Center has led to positive changes in my life? | Yes___ No___ | | | | |
| 13. | I have learned one or more strategies to solve or cope with problems. | Yes___ No___ | | | | |
| 14. | I learned to think more clearly/accurately to reduce distressing emotions or behaviors. | Yes___ No___ | | | | |
| 15. | I strengthened one or more self-management skills (example: managing time, stress). | Yes___ No___ | | | | |
| 16. | I made an important decision. | Yes___ No___ | | | | |
| 17. | I gained greater understanding or a clearer sense of identity. | Yes___ No___ | | | | |
| 18. | I live a healthier lifestyle in at least one area.
(example: I get more sleep, exercise more, eat better, use less alcohol or other drugs). | Yes___ No___ | | | | |
| 19. | I improved my relationship with another person. | Yes___ No___ | | | | |
| 20. | I increased my ability to recognize, name, and/or appropriately express my emotions. | Yes___ No___ | | | | |
| 21. | I improved my academic performances. | Yes___ No___ | | | | |
| 22. | I increased my self-confidence or self-esteem. | Yes___ No___ | | | | |
| 23. | I am more likely to continue my education/graduate from FSU. | Yes___ No___ | | | | |
| 24. | I increased my understanding and appreciation of human differences.
(example: personalities, ethnicities, sexualities). | Yes___ No___ | | | | |

