

Biblical Counselling Service

Client Survey

Your name (optional) _____ Today's Date _____

1- Please respond to these statements using the following scale:

- | | 1-Strongly disagree | 2-Disagree | 3-Unsure | 4-Agree | 5-Strongly agree |
|--|---------------------|------------|----------|---------|------------------|
| a. The office hours are convenient | 1 | 2 | 3 | 4 | 5 |
| Comment: _____ | | | | | |
| b. The reception area is comfortable and clean | 1 | 2 | 3 | 4 | 5 |
| Comment: _____ | | | | | |
| c. The office staff is competent and knowledgeable | 1 | 2 | 3 | 4 | 5 |
| Comment: _____ | | | | | |
| d. All staff members are friendly, courteous and respectful | 1 | 2 | 3 | 4 | 5 |
| Comment: _____ | | | | | |
| e. Appointment procedures are timely | 1 | 2 | 3 | 4 | 5 |
| Comment: _____ | | | | | |
| f. Office phone calls are handled quickly and efficiently | 1 | 2 | 3 | 4 | 5 |
| Comment: _____ | | | | | |
| g. Our fees are fair and reasonable | 1 | 2 | 3 | 4 | 5 |
| Comment: _____ | | | | | |
| h. Your counsellor was friendly and courteous | 1 | 2 | 3 | 4 | 5 |
| Comment: _____ | | | | | |
| i. Your counsellor spent adequate time with you | 1 | 2 | 3 | 4 | 5 |
| Comment: _____ | | | | | |
| j. Your counsellor was knowledgeable and professional | 1 | 2 | 3 | 4 | 5 |
| k. Comment: _____ | | | | | |
| l. Your counsellor approached your concerns based on what the Bible has to say | 1 | 2 | 3 | 4 | 5 |
| Comment: _____ | | | | | |
| m. The gospel message was kept central in counselling | 1 | 2 | 3 | 4 | 5 |
| Comment: _____ | | | | | |

2. Why did you choose Elisha House for counselling?
 fee scale friend/family member location biblical counsel heard positive things about it
 other _____
3. I have seen an Elisha House counsellor:
 More than 3 times 3 times or less
4. Has counselling at Elisha House helped you resolve/cope with the problem that brought you here?
 No Yes Somewhat
 Comment: _____

5. Are there any additional services you would like Elisha House to offer?
 No Yes (please specify) _____
6. Do you have any suggestions regarding how we can improve quality care?
 No Yes (please specify) _____
7. Did a counsellor refer you to another organization or individual for other help or services?
 No Yes (please specify) _____
8. If you answered "yes" to Question 7, did you find the referral to be helpful?
 No Yes Please Explain _____
9. Would you return to Elisha House if you felt the need for counselling in the future?
 No Yes Please Explain _____
10. Would you refer others to Elisha House for counselling?
 No Yes Please Explain _____
11. In general, how satisfied have you been with the services you have received?
 Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied

Additional Comments:

If you are willing, please write a paragraph below sharing your testimony of your growth in grace through counselling that could be used for promotional purposes (newsletter, website, etc.).