



DATE: _____

YVEDDI CSBG CUSTOMER SATISFACTION SURVEY

The purpose of this survey is to get a better understanding of how our customers feel about the CSBG Program and its services. It is our goal to use the results of the survey to better serve our customers. The survey is confidential. Your answers are purely for the purpose of improving our services.

For an electronic version of this survey, visit: www.yveddi.com

Please indicate to what extent you agree or disagree with the following statements.

1. I was treated fairly, with dignity and respect in each interaction with the CSBG Program.
 Strongly Disagree Disagree Neutral Agree Strongly Agree
2. I am satisfied with the services I received. My needs / concerns were addressed, I received the needed assistance I was seeking
 Strongly Disagree Disagree Neutral Agree Strongly Agree
3. I am satisfied with the hours of operation for the program.
 Strongly Disagree Disagree Neutral Agree Strongly Agree
4. I am satisfied with the coaching and support I received - Advocacy and/or Referrals (helping you work with other agencies); Listening/Encouragement; Problem Solving.
 Strongly Disagree Disagree Neutral Agree Strongly Agree
5. I experienced improvement in one or more of the following areas because of my interactions with the program: Income, Education, Housing, Employment, and Health.
 Strongly Disagree Disagree Neutral Agree Strongly Agree
6. I experienced improvement in the following areas because of my interactions with the program: Budgeting and Financial Matters.
 Strongly Disagree Disagree Neutral Agree Strongly Agree
7. Do you have any suggestions for us to make our services more helpful?

Thank you for completing this survey!

